

**STATE PLAN FOR THE STATE VOCATIONAL REHABILITATION SERVICES PROGRAM  
AND  
STATE PLAN SUPPLEMENT FOR THE STATE SUPPORTED EMPLOYMENT SERVICES PROGRAM**

STATE: District of ColumbiaAGENCY: Department on Disability ServicesAGENCY TYPE: GENERAL \_\_\_\_\_ VISUALLY IMPAIRED \_\_\_\_\_ COMBINED  X **SECTION 1: STATE CERTIFICATIONS**

- 1.1** The Department on Disability Services is authorized to submit this State Plan under Title I of the Rehabilitation Act of 1973, as amended<sup>1</sup> and its supplement under Title VI, Part B, of the Rehabilitation Act<sup>2</sup>.
- 1.2** As a condition for the receipt of federal funds under Title I, Part B, of the Rehabilitation Act for the provision of vocational rehabilitation services, the Department on Disability Services agrees to operate and administer the State Vocational Rehabilitation Services Program in accordance with the provisions of this State Plan<sup>4</sup>, the Rehabilitation Act, and all applicable regulations<sup>5</sup>, policies and procedures established by the secretary. Funds made available under Section 111 of the Rehabilitation Act are used solely for the provision of vocational rehabilitation services under Title I of the Rehabilitation Act and the administration of the State Plan for the vocational rehabilitation services program.
- 1.3** As a condition for the receipt of federal funds under Title VI, Part B, of the Rehabilitation Act for supported employment services, the designated state agency agrees to operate and administer the State Supported Employment Services Program in accordance with the provisions of the supplement to this State Plan<sup>6</sup>, the Rehabilitation Act and all applicable regulations<sup>7</sup>, policies and procedures established by the secretary. Funds made available under Title VI, Part B, are used solely for the provision of supported employment services and the administration of the supplement to the Title I State Plan.
- 1.4** The designated state agency and/or the designated state unit have the authority under state law to perform the functions of the state regarding this State Plan and its supplement.
- 1.5** The state legally may carry out each provision of the State Plan and its supplement.
- 1.6** All provisions of the State Plan and its supplement are consistent with state law.
- 1.7** The Director (title of state officer) has the authority under state law to receive, hold and disburse federal funds made available under this State Plan and its supplement.

**1.8** The Director

has the authority to submit this State Plan for vocational rehabilitation services and the State Plan supplement for supported employment services.

**1.9** The agency that submits this State Plan and its supplement has adopted or otherwise formally approved the plan and its supplement.

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(Signature)

Judith E. Heumann  

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(Typed Name of Signatory)

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(Date)

Director  

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(Title)

<sup>1</sup> Public Law 93-112, as amended by Public Laws 93-516, 95-602, 98-221, 99-506, 100-630, 102-569, 103-073, and 105-220.

<sup>2</sup> Unless otherwise stated, "Rehabilitation Act" means the Rehabilitation Act of 1973, as amended.

<sup>3</sup> All references in this plan to "designated state agency" or to "the state agency" relate to the agency identified in this paragraph.

<sup>4</sup> No funds under Title I of the Rehabilitation Act may be awarded without an approved State Plan in accordance with Section 101(a) of the Rehabilitation Act and 34 CFR part 361.

<sup>5</sup> Applicable regulations include the Education Department General Administrative Regulations (EDGAR) in 34 CFR Parts 74, 76, 77, 79, 80, 81, 82, 85 and 86 and the State Vocational Rehabilitation Services Program regulations in 34 CFR Part 361.

<sup>6</sup> No funds under Title VI, Part B, of the Rehabilitation Act may be awarded without an approved supplement to the Title I State Plan in accordance with Section 625(a) of the Rehabilitation Act.

<sup>7</sup> Applicable regulations include the EDGAR citations in footnote 5, 34 CFR Part 361, and 34 CFR Part 363.

**SECTION 2: PUBLIC COMMENT ON STATE PLAN POLICIES AND PROCEDURES****2.1 Public participation requirements.** (Section 101(a) (16) (A) of the Rehabilitation Act; 34 CFR 361.10(d), .20(a), (b), (d); and 363.11(g) (9))**(a) Conduct of public meetings.**

The designated state agency, prior to the adoption of any substantive policies or procedures governing the provision of vocational rehabilitation services under the State Plan and supported employment services under the supplement to the State Plan, including making any substantive amendments to the policies and procedures, conducts public meetings throughout the state to provide the public, including individuals with disabilities, an opportunity to comment on the policies or procedures.

**(b) Notice requirements.**

The designated state agency, prior to conducting the public meetings, provides appropriate and sufficient notice throughout the state of the meetings in accordance with state law governing public meetings or, in the absence of state law governing public meetings, procedures developed by the state agency in consultation with the State Rehabilitation Council, if the agency has a council.

**(c) Special consultation requirements.**

The state agency actively consults with the director of the Client Assistance Program, the State Rehabilitation Council, if the agency has a council and, as appropriate, Indian tribes, tribal organizations and native Hawaiian organizations on its policies and procedures governing the provision of vocational rehabilitation services under the State Plan and supported employment services under the supplement to the State Plan.

**SECTION 3: SUBMISSION OF THE STATE PLAN AND ITS SUPPLEMENT**

**3.1 Submission and revisions of the State Plan and its supplement.** (Sections 101(a) (1), (23) and 625(a) (1) of the Rehabilitation Act; Section 501 of the Workforce Investment Act; 34 CFR 76.140; 361.10(e), (f), and (g); and 363.10)

- (a) The state submits to the commissioner of the Rehabilitation Services Administration the State Plan and its supplement on the same date that the state submits either a State Plan under Section 112 of the Workforce Investment Act of 1998 or a state unified plan under Section 501 of that Rehabilitation Act.
- (b) The state submits only those policies, procedures or descriptions required under this State Plan and its supplement that have not been previously submitted to and approved by the commissioner.
- (c) The state submits to the commissioner, at such time and in such manner as the commissioner determines to be appropriate, reports containing annual updates of the information relating to the:
  - (1) Comprehensive System of Personnel Development;
  - (2) Assessments, Estimates, Goals and Priorities, and Reports of Progress;
  - (3) Innovation and Expansion Activities; and
  - (4) Other updates of information required under Title I, Part B, or Title VI, Part B, of the Rehabilitation Act that are requested by the commissioner.
- (d) The State Plan and its supplement are in effect subject to the submission of modifications the state determines to be necessary or the commissioner requires based on a change in state policy, a change in federal law, including regulations, an interpretation of the Rehabilitation Act by a federal court or the highest court of the state, or a finding by the commissioner of state noncompliance with the requirements of the Rehabilitation Act, 34 CFR 361 or 34 CFR 363.

**3.2 Supported Employment State Plan supplement.** (Sections 101(a) (22) and 625(a) of the Rehabilitation Act; 34 CFR 361.34 and 363.10)

- (a) The state has an acceptable plan for carrying out Part B, of Title VI of the Rehabilitation Act that provides for the use of funds under that part to supplement funds made available under Part B, of Title I of the Rehabilitation Act for the cost of services leading to supported employment.
- (b) The Supported Employment State Plan, including any needed annual revisions, is submitted as a supplement to the State Plan.

**SECTION 4: ADMINISTRATION OF THE STATE PLAN****4.1 Designated state agency and designated state unit.** (Section 101(a) (2) of the Rehabilitation Act; 34 CFR 361.13(a) and (b))**(a) Designated state agency.**

- (1) There is a state agency designated as the sole state agency to administer the State Plan or to supervise its administration in a political subdivision of the state by a sole local agency.
- (2) The designated state agency is:
  - (A) \_\_\_\_\_ a state agency that is primarily concerned with vocational rehabilitation or vocational and other rehabilitation of individuals with disabilities; or
  - (B) X a state agency that is not primarily concerned with vocational rehabilitation or vocational and other rehabilitation of individuals with disabilities and includes a vocational rehabilitation unit as provided in paragraph (b) of this section.
- (3) In American Samoa, the designated state agency is the governor.

**(b) Designated state unit.**

- (1) If the designated state agency is not primarily concerned with vocational rehabilitation or vocational and other rehabilitation of individuals with disabilities, in accordance with subparagraph 4.1(a)(2)(B) of this section, the state agency includes a vocational rehabilitation bureau, division or unit that:
  - (A) Is primarily concerned with vocational rehabilitation or vocational and other rehabilitation of individuals with disabilities and is responsible for the administration of the designated state agency's vocational rehabilitation program under the State Plan;
  - (B) has a full-time director;
  - (C) Has a staff, at least 90 percent of whom are employed full-time on the rehabilitation work of the organizational unit; and
  - (D) is located at an organizational level and has an organizational status within the designated state agency comparable to that of other major organizational units of the designated state agency.
- (2) The name of the designated state vocational rehabilitation unit is DDS/ RSA

**4.2 State independent commission or State Rehabilitation Council.** (Sections 101(a) (21) and 105 of the Rehabilitation Act; 34 CFR 361.16 and .17)

The State Plan must contain one of the following assurances.

- (a)      The designated state agency is an independent state commission that:
- (1) is responsible under state law for operating or overseeing the operation of the vocational rehabilitation program in the state and is primarily concerned with the vocational rehabilitation or vocational and other rehabilitation of individuals with disabilities in accordance with subparagraph 4.1(a)(2)(A) of this section.
  - (2) Is consumer-controlled by persons who:
    - (A) Are individuals with physical or mental impairments that substantially limit major life activities; and
    - (B) Represent individuals with a broad range of disabilities, unless the designated state unit under the direction of the commission is the state agency for individuals who are visually impaired;
  - (3) Includes family members, advocates or other representatives of individuals with mental impairments; and
  - (4) Undertakes the functions set forth in Section 105(c) (4) of the Rehabilitation Act and 34 CFR 361.17(h) (4).

**Or**

- (b) X The state has established a State Rehabilitation Council that meets the criteria set forth in Section 105 of the Rehabilitation Act, 34 CFR 361.17 and the designated state unit:
- (1) jointly with the State Rehabilitation Council develops, agrees to and reviews annually state goals and priorities and jointly submits to the commissioner annual reports of progress in accordance with the provisions of Section 101(a)(15) of the Rehabilitation Act, 34 CFR 361.29 and subsection 4.11 of this State Plan;
  - (2) Regularly consults with the State Rehabilitation Council regarding the development, implementation and revision of state policies and procedures of general applicability pertaining to the provision of vocational rehabilitation services;
  - (3) includes in the State Plan and in any revision to the State Plan a summary of input provided by the State Rehabilitation Council, including recommendations from the annual report of the council described in Section 105(c)(5) of the Rehabilitation Act and 34 CFR 361.17(h)(5), the review and analysis of consumer satisfaction described in Section 105(c)(4) of the Rehabilitation Act and 34 CFR 361.17(h)(4), and other reports prepared by the council and the response of the designated state unit to the input and recommendations, including explanations for rejecting any input or recommendation; and
  - (4) Transmits to the council:

- (A) All plans, reports and other information required under 34 CFR 361 to be submitted to the commissioner;
- (B) all policies and information on all practices and procedures of general applicability provided to or used by rehabilitation personnel in carrying out this State Plan and its supplement; and
- (C) Copies of due process hearing decisions issued under 34 CFR 361.57, which are transmitted in such a manner as to ensure that the identity of the participants in the hearings is kept confidential.

- (c) *If the designated state unit has a State Rehabilitation Council, Attachment 4.2(c)* provides a summary of the input provided by the council consistent with the provisions identified in subparagraph (b)(3) of this section; the response of the designated state unit to the input and recommendations; and, explanations for the rejection of any input or any recommendation.

**4.3 Consultations regarding the administration of the State Plan.** (Section 101(a) (16) (B) of the Rehabilitation Act; 34 CFR 361.21)

The designated state agency takes into account, in connection with matters of general policy arising in the administration of the plan and its supplement, the views of:

- (a) Individuals and groups of individuals who are recipients of vocational rehabilitation services or, as appropriate, the individuals' representatives;
- (b) Personnel working in programs that provide vocational rehabilitation services to individuals with disabilities;
- (c) Providers of vocational rehabilitation services to individuals with disabilities;
- (d) The director of the Client Assistance Program; and
- (e) The State Rehabilitation Council, if the state has a council.

**4.4 Nonfederal share.** (Sections 7(14) and 101(a) (3) of the Rehabilitation Act; 34 CFR 80.24 and 361.60)

The nonfederal share of the cost of carrying out this State Plan is 21.3 percent and is provided through the financial participation by the state or, if the state elects, by the state and local agencies.

**4.5 Local administration.** (Sections 7(24) and 101(a) (2) (A) of the Rehabilitation Act; 34 CFR 361.5(b) (47) and .15)

The State Plan provides for the administration of the plan by a local agency. Yes \_\_\_ No   X  

If "Yes", the designated state agency:

- (a) ensures that each local agency is under the supervision of the designated state unit with the sole local agency, as that term is defined in Section 7(24) of the Rehabilitation Act and 34 CFR 361.5(b)(47), responsible for the administration of the vocational rehabilitation program within the political subdivision that it serves; and
- (b) Develops methods that each local agency will use to administer the vocational rehabilitation program in accordance with the State Plan.

**4.6 Shared funding and administration of joint programs.** (Section 101(a)(2)(A)(ii) of the Rehabilitation Act; 34 CFR 361.27)

The State Plan provides for the state agency to share funding and administrative responsibility with another state agency or local public agency to carry out a joint program to provide services to individuals with disabilities. **Yes**    **No**   X  

If "Yes", the designated state agency submits to the commissioner for approval a plan that describes its shared funding and administrative arrangement. The plan must include:

- (a) a description of the nature and scope of the joint program;
- (b) the services to be provided under the joint program;
- (c) the respective roles of each participating agency in the administration and provision of services; and
- (d) The share of the costs to be assumed by each agency.

**4.7 Statewideness and waivers of statewideness.** (Section 101(a) (4) of the Rehabilitation Act; 34 CFR 361.25, .26, and .60(b) (3) (i) and (ii))

- (a) Services provided under the State Plan are available in all political subdivisions of the state.
- (b) The state unit may provide services in one or more political subdivisions of the state that increase services or expand the scope of services that are available statewide under this State Plan if the:
  - (1) nonfederal share of the cost of these services is met from funds provided by a local public agency, including funds contributed to a local public agency by a private agency, organization or individual;
  - (2) services are likely to promote the vocational rehabilitation of substantially larger numbers of individuals with disabilities or of individuals with disabilities with particular types of impairments; and
  - (3) state, for purposes other than the establishment of a community rehabilitation program or the construction of a particular facility for community rehabilitation program purposes, requests in **Attachment 4.7(b)(3)** a waiver of the statewideness requirement in accordance with the following requirements:
    - (A) identification of the types of services to be provided;
    - (B) written assurance from the local public agency that it will make available to the state unit the nonfederal share of funds;



- (C) written assurance that state unit approval will be obtained for each proposed service before it is put into effect; and
- (D) Written assurance that all other State Plan requirements, including a state's order of selection, will apply to all services approved under the waiver.
- (c) Contributions, consistent with the requirements of 34 CFR 361.60(b) (3) (ii), by private entities of earmarked funds for particular geographic areas within the state may be used as part of the nonfederal share without the state requesting a waiver of the statewideness requirement provided that the state notifies the commissioner that it cannot provide the full nonfederal share without using the earmarked funds.

**4.8 Cooperation, collaboration and coordination.** (Sections 101(a) (11), (24) (B), and 625(b) (4) and (5) of the Rehabilitation Act; 34 CFR 361.22, .23, .24, and .31, and 363.11(e))

- (a) **Cooperative agreements with other components of statewide work force investment system.**  
The designated state agency or the designated state unit has cooperative agreements with other entities that are components of the statewide work force investment system and replicates those agreements at the local level between individual offices of the designated state unit and local entities carrying out the One-Stop service delivery system or other activities through the statewide work force investment system.
- (b) **Cooperation and coordination with other agencies and entities.**  
**Attachment 4.8(b) (1)-(4)** describes the designated state agency's:
  - (1) cooperation with and use of the services and facilities of the federal, state, and local agencies and programs, including programs carried out by the undersecretary for Rural Development of the United States Department of Agriculture and state use contracting programs, to the extent that those agencies and programs are not carrying out activities through the statewide work force investment system;
  - (2) Coordination, in accordance with the requirements of paragraph 4.8(c) of this section, with education officials to facilitate the transition of students with disabilities from school to the receipt of vocational rehabilitation services;
  - (3) establishment of cooperative agreements with private nonprofit vocational rehabilitation service providers, in accordance with the requirements of paragraph 5.10(b) of the State Plan; and,
  - (4) efforts to identify and make arrangements, including entering into cooperative agreements, with other state agencies and entities with respect to the provision of supported employment and extended services for individuals with the most significant disabilities, in accordance with the requirements of subsection 6.5 of the supplement to this State Plan.

(c) **Coordination with education officials.**

- (1) **Attachment 4.8(b) (2)** describes the plans, policies and procedures for coordination between the designated state agency and education officials responsible for the public education of students with disabilities that are designed to facilitate the transition of the students who are individuals with disabilities from the receipt of educational services in school to the receipt of vocational rehabilitation services under the responsibility of the designated state agency.
- (2) The State Plan description must:
- (A) provide for the development and approval of an individualized plan for employment in accordance with 34 CFR 361.45 as early as possible during the transition planning process but, at the latest, before each student determined to be eligible for vocational rehabilitation services leaves the school setting or if the designated state unit is operating on an order of selection before each eligible student able to be served under the order leaves the school setting; and
  - (B) include information on a formal interagency agreement with the state educational agency that, at a minimum, provides for:
    - (i) Consultation and technical assistance to assist educational agencies in planning for the transition of students with disabilities from school to post school activities, including vocational rehabilitation services;
    - (ii) Transition planning by personnel of the designated state agency and the educational agency for students with disabilities that facilitates the development and completion of their individualized education programs under Section 614(d) of the Individuals with Disabilities Education Act;
    - (iii) roles and responsibilities, including financial responsibilities, of each agency, including provisions for determining state lead agencies and qualified personnel responsible for transition services; and
    - (iv) Procedures for outreach to students with disabilities as early as possible during the transition planning process and identification of students with disabilities who need transition services.

(d) **Coordination with statewide independent living council and independent living centers.**

The designated state unit, the Statewide Independent Living Council established under Section 705 of the Rehabilitation Act and 34 CFR 364, and the independent living centers described in Part C of Title VII of the Rehabilitation Act and 34 CFR 366 have developed working relationships and coordinate their activities.

(e) **Cooperative agreement with recipients of grants for services to American Indians.**

- (1) There is in the state a recipient(s) of a grant under Part C of Title I of the Rehabilitation Act for the provision of vocational rehabilitation services for American Indians who are individuals with disabilities residing on or near federal and state reservations.

Yes    No   X  

- (2) If "Yes", the designated state agency has entered into a formal cooperative agreement that meets the following requirements with each grant recipient in the state that receives funds under Part C of Title I of the Rehabilitation Act:
- (A) strategies for interagency referral and information sharing that will assist in eligibility determinations and the development of individualized plans for employment;
  - (B) procedures for ensuring that American Indians who are individuals with disabilities and are living near a reservation or tribal service area are provided vocational rehabilitation services; and
  - (C) Provisions for sharing resources in cooperative studies and assessments, joint training activities, and other collaborative activities designed to improve the provision of services to American Indians who are individuals with disabilities.

**4.9 Methods of administration.** (Section 101(a) (6) of the Rehabilitation Act; 34 CFR 361.12, .19 and .51(a) and (b))

(a) **in general.**

The state agency employs methods of administration, including procedures to ensure accurate data collection and financial accountability, found by the commissioner to be necessary for the proper and efficient administration of the plan and for carrying out all the functions for which the state is responsible under the plan and 34 CFR 361.

(b) **Employment of individuals with disabilities.**

The designated state agency and entities carrying out community rehabilitation programs in the state, who are in receipt of assistance under Part B, of Title I of the Rehabilitation Act and this State Plan, take affirmative action to employ and advance in employment qualified individuals with disabilities covered under and on the same terms and conditions as set forth in Section 503 of the Rehabilitation Act.

(c) **Facilities.**

Any facility used in connection with the delivery of services assisted under this State Plan meets program accessibility requirements consistent with the provisions, as applicable, of the Architectural Barriers Rehabilitation Act of 1968, Section 504 of the Rehabilitation Act, the Americans with Disabilities Act of 1990 and the regulations implementing these laws.

**4.10 Comprehensive system of personnel development.** (Section 101(a) (7) of the Rehabilitation Act; 34 CFR 361.18)

**Attachment 4.10** describes the designated state agency's procedures and activities to establish and maintain a comprehensive system of personnel development designed to ensure an adequate supply of qualified state rehabilitation professional and paraprofessional personnel for the designated state unit. The description includes the following:

**(a) Data system on personnel and personnel development.**

Development and maintenance of a system for collecting and analyzing on an annual basis data on qualified personnel needs and personnel development with respect to:

**(1) Qualified personnel needs.**

- (A)** The number of personnel who are employed by the state agency in the provision of vocational rehabilitation services in relation to the number of individuals served, broken down by personnel category;
- (B)** The number of personnel currently needed by the state agency to provide vocational rehabilitation services, broken down by personnel category; and
- (C)** Projections of the number of personnel, broken down by personnel category, who will be needed by the state agency to provide vocational rehabilitation services in the state in five years based on projections of the number of individuals to be served, including individuals with significant disabilities, the number of personnel expected to retire or leave the field, and other relevant factors.

**(2) Personnel development.**

- (A)** A list of the institutions of higher education in the state that are preparing vocational rehabilitation professionals, by type of program;
- (B)** The number of students enrolled at each of those institutions, broken down by type of program; and
- (C)** The number of students who graduated during the prior year from each of those institutions with certification or licensure, or with the credentials for certification or licensure, broken down by the personnel category for which they have received, or have the credentials to receive, certification or licensure.

**(b) Plan for recruitment, preparation and retention of qualified personnel.**

Development, updating on an annual basis, and implementation of a plan to address the current and projected needs for qualified personnel based on the data collection and analysis system described in paragraph (a) of this subsection and that provides for the coordination and facilitation of efforts between the designated state unit and institutions of higher education and professional associations to recruit, prepare and retain personnel who are qualified in accordance with paragraph (c) of this subsection, including personnel from minority backgrounds and personnel who are individuals with disabilities.

**(c) Personnel standards.**

Policies and procedures for the establishment and maintenance of personnel standards to ensure that designated state unit professional and paraprofessional personnel are appropriately and adequately prepared and trained, including:

- (1) standards that are consistent with any national- or state-approved or recognized certification, licensing, registration, or,  
in the absence of these requirements, other comparable requirements (including state personnel requirements) that apply to the profession or discipline in which such personnel are providing vocational rehabilitation services.
- (2) To the extent that existing standards are not based on the highest requirements in the state applicable to a particular profession or discipline, the steps the state is currently taking and the steps the state plans to take in accordance with the written plan to retrain or hire personnel within the designated state unit to meet standards that are based on the highest requirements in the state, including measures to notify designated state unit personnel, the institutions of higher education identified in subparagraph (a)(2), and other public agencies of these steps and the time lines for taking each step.
- (3) The written plan required by subparagraph (c)(2) describes the following:
  - (A) specific strategies for retraining, recruiting and hiring personnel;
  - (B) the specific time period by which all state unit personnel will meet the standards required by subparagraph (c)(1);
  - (C) procedures for evaluating the designated state unit's progress in hiring or retraining personnel to meet applicable personnel standards within the established time period; and
  - (D) the identification of initial minimum qualifications that the designated state unit will require of newly hired personnel when the state unit is unable to hire new personnel who meet the established personnel standards and the identification of a plan for training such individuals to meet the applicable standards within the time period established for all state unit personnel to meet the established personnel standards.
- (d) **Staff development.**  
Policies, procedures and activities to ensure that all personnel employed by the designated state unit receive appropriate and adequate training. The narrative describes the following:
  - (1) A system of staff development for professionals and paraprofessionals within the designated state unit, particularly with respect to assessment, vocational counseling, job placement and rehabilitation technology.
  - (2) Procedures for the acquisition and dissemination to designated state unit professionals and paraprofessional's significant knowledge from research and other sources.
- (e) **Personnel to address individual communication needs.**

Availability of personnel within the designated state unit or obtaining the services of other individuals who are able to communicate in the native language of applicants or eligible individuals who have limited English speaking ability or in appropriate modes of communication with applicants or eligible individuals.

(f) **Coordination of personnel development under the Individuals with Disabilities Education Act.**

Procedures and activities to coordinate the designated state unit's comprehensive system of personnel development with personnel development under the Individuals with Disabilities Education Act.

**4.11. Statewide assessment; annual estimates; annual state goals and priorities; strategies; and progress reports.** (Sections 101(a) (15), 105(c) (2) and 625(b) (2) of the Rehabilitation Act; 34 CFR 361.17(h) (2), .29, and 363.11(b))

(a) **Comprehensive statewide assessment.**

(1) **Attachment 4.11(a)** documents the results of a comprehensive, statewide assessment, jointly conducted every three years by the designated state unit and the State Rehabilitation Council (if the state has such a council). The assessment describes:

(A) The rehabilitation needs of individuals with disabilities residing within the state; particularly the vocational rehabilitation services needs of:

- (i) Individuals with the most significant disabilities, including their need for supported employment services;
- (ii) Individuals with disabilities who are minorities and individuals with disabilities who have been un-served or underserved by the vocational rehabilitation program carried out under this State Plan; and
- (iii) Individuals with disabilities served through other components of the statewide work force investment system.

(B) The need to establish, develop or improve community rehabilitation programs within the state.

(2) For any year in which the state updates the assessments, the designated state unit submits to the commissioner a report containing information regarding updates to the assessments.

(b) **Annual estimates.**

**Attachment 4.11(b)** identifies on an annual basis state estimates of the:

- (1) Number of individuals in the state who are eligible for services under the plan;
- (2) number of eligible individuals who will receive services provided with funds provided under Part B of Title I of the Rehabilitation Act and under Part B of Title VI of the Rehabilitation Act, including, if the designated state agency uses an order of selection in accordance with subparagraph 5.3(b) (2) of this State Plan, estimates of the number of individuals to be served under each priority category within the order; and

- (3) Costs of the services described in subparagraph (b) (1), including, if the designated state agency uses an order of selection, the service costs for each priority category within the order.

(c) **Goals and priorities.**

- (1) **Attachment 4.11(c)(1)** identifies the goals and priorities of the state that are jointly developed or revised, as applicable, with and agreed to by the State Rehabilitation Council, if the agency has a council, in carrying out the vocational rehabilitation and supported employment programs.
- (2) The designated state agency submits to the commissioner a report containing information regarding any revisions in the goals and priorities for any year the state revises the goals and priorities.
- (3) **Order of selection.**  
If the state agency implements an order of selection, consistent with subparagraph 5.3(b) (2) of the State Plan, **Attachment 4.11(c) (3):**
  - (A) shows the order to be followed in selecting eligible individuals to be provided vocational rehabilitation services;
  - (B) provides a justification for the order; and
  - (C) Identifies the service and outcome goals, and the time within which these goals may be achieved for individuals in each priority category within the order.
- (4) **Goals and plans for distribution of Title VI, Part B, funds.**  
**Attachment 4.11(c)(4)** specifies, consistent with subsection 6.4 of the State Plan supplement, the state's goals and priorities with respect to the distribution of funds received under Section 622 of the Rehabilitation Act for the provision of supported employment services.

(d) **Strategies.**

- (1) **Attachment 4.11(d)** describes the strategies, including:
  - (A) the methods to be used to expand and improve services to individuals with disabilities, including how a broad range of assistive technology services and assistive technology devices will be provided to those individuals at each stage of the rehabilitation process and how those services and devices will be provided to individuals with disabilities on a statewide basis;
  - (B) outreach procedures to identify and serve individuals with disabilities who are minorities, including those with the most significant disabilities in accordance with subsection 6.6 of the State Plan supplement, and individuals with disabilities who have been un-served or underserved by the vocational rehabilitation program;
  - (C) as applicable, the plan of the state for establishing, developing or improving community rehabilitation programs;

- (D) strategies to improve the performance of the state with respect to the evaluation standards and performance indicators established pursuant to Section 106 of the Rehabilitation Act; and
- (E) Strategies for assisting other components of the statewide work force investment system in assisting individuals with disabilities.

(2) **Attachment 4.11 (d)** describes how the designated state agency uses these strategies to:

- (A) address the needs identified in the assessment conducted under paragraph 4.11(a) and achieve the goals and priorities identified in the State Plan attachments under paragraph 4.11(c);
- (B) support the innovation and expansion activities identified in subparagraph 4.12(a)(1) and (2) of the plan; and
- (C) Overcome identified barriers relating to equitable access to and participation of individuals with disabilities in the State Vocational Rehabilitation Services Program and State Supported Employment Services Program.

(e) **Evaluation and reports of progress.**

- (1) The designated state unit and the State Rehabilitation Council, if the state unit has a council, jointly submits to the commissioner an annual report on the results of an evaluation of the effectiveness of the vocational rehabilitation program and the progress made in improving the effectiveness of the program from the previous year.

(2) **Attachment 4.11(e) (2):**

- (A) Provides an evaluation of the extent to which the goals identified in **Attachment 4.11(c) (1)** and, if applicable, **Attachment 4.11(c) (3)** were achieved;
- (B) identifies the strategies that contributed to the achievement of the goals and priorities;
- (C) describes the factors that impeded their achievement, to the extent they were not achieved;
- (D) assesses the performance of the state on the standards and indicators established pursuant to Section 106 of the Rehabilitation Act; and
- (E) Provides a report consistent with paragraph 4.12(c) of the plan on how the funds reserved for innovation and expansion activities were utilized in the preceding year.

**4.12 Innovation and expansion.** (Section 101(a) (18) of the Rehabilitation Act; 34 CFR 361.35)

- (a) The designated state agency reserves and uses a portion of the funds allotted to the state under Section 110 of the Rehabilitation Act for the:

- (1) development and implementation of innovative approaches to expand and improve the provision of vocational rehabilitation services to individuals with disabilities under this State Plan, particularly individuals with the most significant disabilities, consistent with the findings of the statewide assessment identified in **Attachment**



**4.11(a)** and goals and priorities of the state identified in **Attachments 4.11(c) (1)** and, if applicable, **Attachment 4.11(c) (3)**; and

- (2) support of the funding for the State Rehabilitation Council, if the state has such a council, consistent with the resource plan prepared under Section 105(d) (1) of the Rehabilitation Act and 34 CFR 361.17(i), and the funding of the Statewide Independent Living Council, consistent with the resource plan prepared under Section 705(e) (1) of the Rehabilitation Act and 34 CFR 364.21(i).

(b) **Attachment 4.11 (d)** describes how the reserved funds identified in subparagraph 4.12(a) (1) and (2) will be utilized.

(c) **Attachment 4.11(e) (2)** describes how the reserved funds were utilized in the preceding year.

**4.13 Reports.** (Section 101(a) (10) of the Rehabilitation Act; 34 CFR 361.40)

- (a) The designated state unit submits reports in the form and level of detail and at the time required by the commissioner regarding applicants for and eligible individuals receiving services under the State Plan.
- (b) Information submitted in the reports provides a complete count, unless sampling techniques are used, of the applicants and eligible individuals in a manner that permits the greatest possible cross-classification of data and protects the confidentiality of the identity of each individual.

**SECTION 5: ADMINISTRATION OF THE PROVISION OF VOCATIONAL REHABILITATION SERVICES****5.1 Information and referral services.** (Sections 101(a) (5) (D) and (20) of the Rehabilitation Act; 34 CFR 361.37)

The designated state agency has implemented an information and referral system that is adequate to ensure that individuals with disabilities, including individuals who do not meet the agency's order of selection criteria for receiving vocational rehabilitation services if the agency is operating on an order of selection, are provided accurate vocational rehabilitation information and guidance, including counseling and referral for job placement, using appropriate modes of communication, to assist such individuals in preparing for, securing, retaining or regaining employment, and are referred to other appropriate federal and state programs, including other components of the statewide work force investment system in the state.

**5.2 Residency.** (Section 101(a) (12) of the Rehabilitation Act; 34 CFR 361.42(c) (1))

The designated state unit imposes no duration of residence requirement as part of determining an individual's eligibility for vocational rehabilitation services or that excludes from services under the plan any individual who is present in the state.

**5.3 Ability to serve all eligible individuals; order of selection for services.**

(Sections 12(d) and 101(a) (5) of the Rehabilitation Act; 34 CFR 361.36)

- (a) The designated state unit is able to provide the full range of services listed in Section 103(a) of the Rehabilitation Act and 34 CFR 361.48, as appropriate, to all eligible individuals with disabilities in the state who apply for services.

Yes        No X

(b) **If "No":**

- (1) Individuals with the most significant disabilities, in accordance with criteria established by the state, are selected first for vocational rehabilitation services before other individuals with disabilities.
- (2) **Attachment 4.11(c) (3):**
- (A) Shows the order to be followed in selecting eligible individuals to be provided vocational rehabilitation services;
- (B) Provides a justification for the order of selection; and
- (C) Identifies the state's service and outcome goals and the time within which these goals may be achieved for individuals in each priority category within the order.
- (3) Eligible individuals who do not meet the order of selection criteria have access to the services provided through the designated state unit's information and referral system established under Section 101(a)(20) of the Rehabilitation Act, 34 CFR 361.37, and subsection 5.1 of this State Plan.

**5.4 Availability of comparable services and benefits.** (Sections 101(a)(8) and 103(a) of the Rehabilitation Act; 34 CFR 361.53)

- (a) Prior to providing any vocational rehabilitation services, except those services identified in paragraph (b), to an eligible individual or to members of the individual's family, the state unit determines whether comparable services and benefits exist under any other program and whether those services and benefits are available to the individual.
- (b) The following services are exempt from a determination of the availability of comparable services and benefits:
- (1) Assessment for determining eligibility and vocational rehabilitation needs by qualified personnel, including, if appropriate, an assessment by personnel skilled in rehabilitation technology;
- (2) counseling and guidance, including information and support services to assist an individual in exercising informed choice consistent with the provisions of Section 102(d) of the Rehabilitation Act;
- (3) referral and other services to secure needed services from other agencies, including other components of the statewide work force investment system, through agreements developed under Section

- 101(a)(11) of the Rehabilitation Act, if such services are not available under this State Plan;
- (4) job-related services, including job search and placement assistance, job retention services, follow-up services, and follow-along services;
  - (5) Rehabilitation technology, including telecommunications, sensory and other technological aids and devices; and
  - (6) Post-employment services consisting of the services listed under subparagraphs (1) through (5) of this paragraph.
- (c) The requirements of paragraph (a) of this section do not apply if the determination of the availability of comparable services and benefits under any other program would interrupt or delay:
- (1) Progress of the individual toward achieving the employment outcome identified in the individualized plan for employment;
  - (2) An immediate job placement; or
  - (3) Provision of vocational rehabilitation services to any individual who is determined to be at extreme medical risk, based on medical evidence provided by an appropriate qualified medical professional.
- (d) The governor in consultation with the designated state vocational rehabilitation agency and other appropriate agencies ensures that an interagency agreement or other mechanism for interagency coordination that meets the requirements of Section 101(a)(8)(B)(i)-(iv) of the Rehabilitation Act takes effect between the designated state unit and any appropriate public entity, including the state Medicaid program, a public institution of higher education, and a component of the statewide work force investment system to ensure the provision of the vocational rehabilitation services identified in Section 103(a) of the Rehabilitation Act and 34 CFR 361.48, other than the services identified in paragraph (b) of this section, that are included in the individualized plan for employment of an eligible individual, including the provision of those vocational rehabilitation services during the pendency of any dispute that may arise in the implementation of the interagency agreement or other mechanism for interagency coordination.

**5.5 Individualized plan for employment.** (Section 101(a) (9) of the Rehabilitation Act; 34 CFR 361.45 and .46)

- (a) An individualized plan for employment meeting the requirements of Section 102(b) of the Rehabilitation Act and 34 CFR 361.45 and .46 is developed and implemented in a timely manner for each individual determined to be eligible for vocational rehabilitation services, except if the state has implemented an order of selection, and is developed and implemented for each individual to whom the designated state unit is able to provide vocational rehabilitation services.
- (b) Services to an eligible individual are provided in accordance with the provisions of the individualized plan for employment.

**5.6 Opportunity to make informed choices regarding the selection of services and providers.** (Sections 101(a) (19) and 102(d) of the Rehabilitation Act; 34 CFR 361.52)

Applicants and eligible individuals or, as appropriate, their representatives are provided information and support services to assist in exercising informed choice throughout the rehabilitation process, consistent with the provisions of Section 102(d) of the Rehabilitation Act and 34 CFR 361.52.

**5.7 Services to American Indians.** (Section 101(a) (13) of the Rehabilitation Act; 34 CFR 361.30)

The designated state unit provides vocational rehabilitation services to American Indians who are individuals with disabilities residing in the state to the same extent as the designated state agency provides such services to other significant populations of individuals with disabilities residing in the state.

**5.8 Annual review of individuals in extended employment or other employment under special certificate provisions of the fair labor standards act of 1938.**

(Section 101(a) (14) of the Rehabilitation Act; 34 CFR 361.55)

- (a) The designated state unit conducts an annual review and reevaluation of the status of each individual with a disability served under this State Plan:
  - (1) who has achieved an employment outcome in which the individual is compensated in accordance with Section 14(c) of the Fair Labor Standards Act (29 U.S.C. 214(c)); or
  - (2) Whose record of services is closed while the individual is in extended employment on the basis that the individual is unable to achieve an employment outcome in an integrated setting or that the individual made an informed choice to remain in extended employment.
- (b) The designated state unit carries out the annual review and reevaluation for two years after the individual's record of services is closed (and thereafter if requested by the individual or, if appropriate, the individual's representative) to determine the interests, priorities and needs of the individual with respect to competitive employment or training for competitive employment.
- (c) The designated state unit makes maximum efforts, including the identification and provision of vocational rehabilitation services, reasonable accommodations and other necessary support services, to assist the individuals described in paragraph (a) in engaging in competitive employment.
- (d) The individual with a disability or, if appropriate, the individual's representative has input into the review and reevaluation and, through signed acknowledgement, attests that the review and reevaluation have been conducted.

**5.9 Use of Title I funds for construction of facilities.** (Sections 101(a) (17) and 103(b) (2) (A) of the Rehabilitation Act; 34 CFR 361.49(a) (1), .61 and .62(b))

If the state elects to construct, under special circumstances, facilities for community rehabilitation programs, the following requirements are met:

- (a) The federal share of the cost of construction for facilities for a fiscal year does not exceed an amount equal to 10 percent of the state's allotment under Section 110 of the Rehabilitation Act for that fiscal year.
- (b) The provisions of Section 306 of the Rehabilitation Act that were in effect prior to the enactment of the Rehabilitation Act Amendments of 1998 apply to such construction.
- (c) There is compliance with the requirements in 34 CFR 361.62(b) that ensure the use of the construction authority will not reduce the efforts of the designated state agency in providing other vocational rehabilitation services other than the establishment of facilities for community rehabilitation programs.

**5.10 Contracts and cooperative agreements.** (Section 101(a) (24) of the Rehabilitation Act; 34 CFR 361.31 and .32)

- (a) **Contracts with for-profit organizations.**  
The designated state agency has the authority to enter into contracts with for-profit organizations for the purpose of providing, as vocational rehabilitation services, on-the-job training and related programs for individuals with disabilities under Part A of Title VI of the Rehabilitation Act, upon the determination by the designated state agency that for-profit organizations are better qualified to provide vocational rehabilitation services than nonprofit agencies and organizations.
- (b) **Cooperative agreements with private nonprofit organizations.**  
**Attachment 4.8(b) (3)** describes the manner in which the designated state agency establishes cooperative agreements with private nonprofit vocational rehabilitation service providers.

**STATE PLAN SUPPLEMENT FOR THE STATE SUPPORTED EMPLOYMENT  
SERVICES PROGRAM**

**SECTION 6: PROGRAM ADMINISTRATION**

- 6.1 Designated state agency.** (Section 625(b) (1) of the Rehabilitation Act; 34 CFR 363.11(a))  
The designated state agency for vocational rehabilitation services identified in paragraph 1.2 of the Title I State Plan is the state agency designated to administer the State Supported Employment Services Program authorized under Title VI, Part B, of the Rehabilitation Act.
- 6.2 Statewide assessment of supported employment services needs.** (Section 625(b) (2) of the Rehabilitation Act; 34 CFR 363.11(b))  
**Attachment 4.11(a)** describes the results of the comprehensive, statewide needs assessment conducted under Section 101(a)(15)(a)(1) of the Rehabilitation Act and subparagraph 4.11(a)(1) of the Title I State Plan with respect to the rehabilitation needs of individuals with most significant disabilities and their need for supported employment services, including needs related to coordination.
- 6.3 Quality, scope and extent of supported employment services.** (Section 625(b) (3) of the Rehabilitation Act; 34 CFR 363.11(c) and .50(b) (2))  
**Attachment 6.3** describes the quality, scope and extent of supported employment services to be provided to individuals with the most significant disabilities who are eligible to receive supported employment services. The description also addresses the timing of the transition to extended services to be provided by relevant state agencies, private nonprofit organizations or other sources following the cessation of supported employment service provided by the designated state agency.
- 6.4 Goals and plans for distribution of Title VI, Part B, funds.** (Section 625(b) (3) of the Rehabilitation Act; 34 CFR 363.11(d) and .20)  
**Attachment 4.11(c) (4)** identifies the state's goals and plans with respect to the distribution of funds received under Section 622 of the Rehabilitation Act.
- 6.5 Evidence of collaboration with respect to supported employment services and extended services.** (Sections 625(b) (4) and (5) of the Rehabilitation Act; 34 CFR 363.11(e))  
**Attachment 4.8(b) (4)** describes the efforts of the designated state agency to identify and make arrangements, including entering into cooperative agreements, with other state agencies and other appropriate entities to assist in the provision of supported employment services and other public or nonprofit agencies or organizations within the state, employers, natural supports, and other entities with respect to the provision of extended services.
- 6.6 Minority outreach.** (34 CFR 363.11(f))

STATE: District of Columbia  
COMBINED X

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**Attachment 4.11(d)** includes a description of the designated state agency's outreach procedures for identifying and serving individuals with the most significant disabilities who are minorities.

**6.7 Reports.** (Sections 625(b) (8) and 626 of the Rehabilitation Act; 34 CFR 363.11(h) and .52)

The designated state agency submits reports in such form and in accordance with such procedures as the commissioner may require and collects the information required by Section 101(a) (10) of the Rehabilitation Act separately for individuals receiving supported employment services under Part B, of Title VI and individuals receiving supported employment services under Title I of the Rehabilitation Act.



**SECTION 7: FINANCIAL ADMINISTRATION**

- 7.1 Five percent limitation on administrative costs.** (Section 625(b) (7) of the Rehabilitation Act; 34 CFR 363.11(g) (8))  
The designated state agency expends no more than five percent of the state's allotment under Section 622 of the Rehabilitation Act for administrative costs in carrying out the State Supported Employment Services Program.
- 7.2 Use of funds in providing services.** (Sections 623 and 625(b) (6) (A) and (D) of the Rehabilitation Act; 34 CFR 363.6(c) (2) (iv), .11(g) (1) and (4))
- (a) Funds made available under Title VI, Part B, of the Rehabilitation Act are used by the designated state agency only to provide supported employment services to individuals with the most significant disabilities who are eligible to receive such services.
  - (b) Funds provided under Title VI, Part B, are used only to supplement and not supplant the funds provided under Title I, Part B, of the Rehabilitation Act, in providing supported employment services specified in the individualized plan for employment.
  - (c) Funds provided under Part B of Title VI or Title I of the Rehabilitation Act are not used to provide extended services to individuals who are eligible under Part B of Title VI or Title I of the Rehabilitation Act.

**SECTION 8: PROVISION OF SUPPORTED EMPLOYMENT SERVICES**

- 8.1 Scope of supported employment services.** (Sections 7(36) and 625(b) (6) (F) and (G) of the Rehabilitation Act; 34 CFR 361.5(b) (54), 363.11(g) (6) and (7))
- (a) Supported employment services are those services as defined in Section 7(36) of the Rehabilitation Act and 34 CFR 361.5(b)(54).
  - (b) To the extent job skills training is provided, the training is provided on-site.
  - (c) Supported employment services include placement in an integrated setting for the maximum number of hours possible based on the unique strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice of individuals with the most significant disabilities.
- 8.2 Comprehensive assessments of individuals with significant disabilities.** (Sections 7(2) (B) and 625(b) (6) (B); 34 CFR 361.5(b) (6) (ii) and 363.11(g) (2))  
The comprehensive assessment of individuals with significant disabilities conducted under Section 102(b) (1) of the Rehabilitation Act and funded under Title I of the Rehabilitation Act includes consideration of supported employment as an appropriate employment outcome.
- 8.3 Individualized plan for employment.** (Sections 102(b) (3) (F) and 625(b) (6) (C) and (E) of the Rehabilitation Act; 34 CFR 361.46(b) and 363.11(g) (3) and (5))
- (a) An individualized plan for employment that meets the requirements of Section 102(b) of the Rehabilitation Act and 34 CFR 361.45 and .46 is developed and updated using funds under Title I.
  - (b) The individualized plan for employment:
    - (1) specifies the supported employment services to be provided;
    - (2) Describes the expected extended services needed; and
    - (3) identifies the source of extended services, including natural supports, or, to the extent that it is not possible to identify the source of extended services at the time the individualized plan for employment plan is developed, a statement describing the basis for concluding that there is a reasonable expectation that sources will become available.
  - (c) Services provided under an individualized plan for employment are coordinated with services provided under other individualized plans established under other federal or state programs.

(24) (b), and 625(b) (4) and (5) of the Rehabilitation Act; 34 CFR 361.22, .23, .24, and .31, and 363.11(e)

**4.8(a) Cooperative agreements with other components of statewide work force investment system**

The Administration finalized its agreement with the Department of Employment Services on July 22, 2009. The agreement provides DDS/RSA staff co-location at various One Stop Centers, office and meeting space and provides DDS/RSA referred individuals with disabilities career exploration, job placement assistance and follow-up.

**Attachment 4.8(b) Cooperation and coordination with other agencies and entities.**  
**Attachment 4.8(b) (1)**

The Department on Disability Services, Rehabilitation Services (“Administration” or “DDS/RSA”) values its relationships with its federal, state and local partners that are not part of the Workforce Investment System. The Administration is working aggressively to finalize its cooperative agreements. As the Administration transitions under new leadership, it is simultaneously implementing corrective measures to address the deficiencies while making gradual progress in completing its outstanding agreements

Memoranda of Agreement (MOA) with the following entities have been transmitted: The Department on Mental Health, The University of the District of Columbia, District of Columbia Public Schools, Developmental Disability Administration, Department of Human Services, Court Services and Offender Supervision Agency, U.S. Department of Labor, Office of Disability Employment Policy, District of Columbia Public Schools, Lt. Joseph P. Kennedy Institute of Catholic Charities, and “Project SEARCH” Cincinnati. The Administration counselors use the facilities at various itinerary sites including Community Connections, DC Superior Court, DC Aging and Disability Resource Center and National Rehabilitation Hospital. The Administration continues to work to achieve compliance with its outdated MOA and plans to be in total compliance by the end of fiscal year 2011.

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**Attachment 4.8(b) (2) Coordination, with education officials to facilitate the**

**transition of students with disabilities from school to the receipt of vocational rehabilitation services.**

The Department on Disability Services, Rehabilitation Services Administration considers service provision to high school students with disabilities and their families a major priority within the District of Columbia. The Administration is working aggressively with local educational leaders in special education to develop strategies to identify students earlier who will need transition services.

The Department on Disability Services, Rehabilitation Services Administration is working toward the development of cooperative agreements to efficiently coordinate more efficient transition services with the District of Columbia Public Schools (DCPS). The participating partners are the DDS, Rehabilitation Services Administration and Developmental Disabilities Administration, and DCPS. To date, the draft Memorandum of Agreement (MOA) has not been finalized. .

The DDS/RSA continues to participate on the National Community of Practice monthly teleconferences on transition. The NCoP consists of statewide VR agencies, national organizations, community organizations, local school organizations, public and private organizations, and parents with students with disabilities.

The agency participates on the State Advisory Panel on Transition, the National Community of Practice, the city-wide Transition Workgroup led by Curtis Richards, director, Center for Workforce Development Institute for Educational Leadership that includes the DC Office of the State Superintendent of Education (OSSE), this partnership is essential to enhance transition services in the District of Columbia. Through active coordination with OSSE, the central DCPS offices, and other government agencies, the Administration has made significant progress in identifying student and program needs, developing new strategies that focus on employment while in school, increasing options and opportunities that assist students in making career choices; and, increasing awareness of support services and employment opportunities in the Washington, D.C. Metropolitan Area.

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**nonprofit vocational rehabilitation service providers**

The Department on Disability Services/Rehabilitation Services Administration utilizes resources from public and private agencies to provide needed services for DDS/RSA consumers. The Administration through its Human Care Agreements (HCA) continues working with its growing network of local private non-profit, community rehabilitation providers who provided services to a total of 199 consumers during FY 2010.

Currently, the Administration has implemented 16 Human Care agreements. The HCA's includes six (6) service providers who provide Evidenced-Based Supported Employment services for individuals with mental disabilities; and, ten (10) service providers who provide direct job placement services. Two (2) HCA vendors are providing work adjustment training services.

The Administration is very excited about the inclusion of direct job placement service providers through Human Care Agreements awarded in January, 2010. After the new HCA's were awarded, the Vocational Rehabilitation Services Division staff (managers, VR counselors and Transition Specialists) invited the vendors to a meeting held on January 16-17 2010. The HCA providers discussed their services and what our consumers could expect of their programs and the types of services provided. A representative of the DDS/Office of Contracts and Procurement also attended to reinforce the expectations and requirements of the new agreements. The DDS/RSA and HCA provider staff have met on several occasions for agency and vendor cross training in job readiness.

The Administration has two (2) Contracting Officer Technical Representatives (COTR) to monitor day-to-day compliance with the HCA contracts for supported employment and job placement services. The solicitation for the Human Care Agreements is on-going and VRSD staff has recently completed evaluations of two (2) companies that submitted proposals.

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**profit vocational rehabilitation service providers**

The following describes the programs and services provided to our consumers by the private community based rehabilitation programs that are currently working with the Administration:

Community Connections, Inc. is a private, not-for-profit mental health agency in Washington, D.C. Since 1984, Community Connections has worked with people who have been marginalized to assist them toward stable, integrated community living. Clinical programs, residential and supportive services, and research projects play mutually supportive services, and research projects play mutually supportive roles in achieving this goal. (12 consumers served)

Green Door provides vocational work adjustment training with emphasis on transitional employment for adults with significant and persistent mental illness to assist them in improving their functioning in the community, maximizing their community tenure and succeeding in obtaining and retaining employment. Emphasis is placed on supported employment and transition consumers. Green Door has an agreement with the Administration to provide comprehensive independent living services to individuals with severe and persistent mental illness. The target population are adults eighteen years of age and older with a primary diagnosis of severe persistent mental illness, a significant number of whom have a secondary diagnosis of substance abuse. Many of these consumers are African American, Latino and Asian. The Green Door is a model psychosocial program certified by the International Center for Clubhouse Development. Program services that are offered include, but are not limited to counseling, peer and family counseling, educational program advocacy, continuing education, guidance counseling, pre-vocational skills, basic education and literacy GED training, life skills; and, information and referral for numerous support services. (19 consumers served)

Lt. Joseph P. Kennedy Institute provides vocational and work adjustment training and work placement services to assist transition youth in preparing for the world of work, completing vocational evaluations and assessments, work adjustment training, supported employment, job placement and follow-along support. The Lt. Joseph P. Kennedy Institute specializes in services to adults with intellectual

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**Attachment 4.8(b) (3) Establishment of cooperative agreements with private nonprofit vocational rehabilitation service providers**

disabilities but also provides services to individuals with physical disabilities, mobility impairments, sensory limitations, autism, mental disabilities and substance abuse. Lt. Joseph P. Kennedy Institute of Catholic Charities assists students 16 and older engage in transition planning and career preparation, learning workplace skills, visiting a variety of places of employment, working in internship or competitive employment, and travel training. Graduating students are referred to adult service providers, Developmental Disabilities Administration, and Rehabilitation Services Administration, to ensure continued support and programming. Their staff communicates with each student's family or residential staff to periodically clarify expectations, celebrate accomplishments, and look to the future. (43 consumers served)

Anchor Mental Health is a 501 (c) (3) not-for-profit organization, affiliated with the Archdiocese of Washington. Its mission is to provide the support necessary to empower adults recovering from mental illnesses to define and pursue their life goals. Its Anchor Enterprises helps consumers locate and hold competitive employment in the community. NISH contract job sites offer supported transitional employment opportunities for consumers who are not yet ready for competitive employment. Its Rehabilitation Services Program (RESP) is a structured day program which offers an array of rehabilitation, counseling and vocational services to help adults who have mental illnesses in their recovery efforts. (20 consumers served)

The Arc of DC, Inc. provides services to persons with intellectual disabilities with primary and secondary disabilities. Services include, but are not limited to, work adjustment training for individuals with significant and persistent mental illness, vocational work adjustment training with emphasis on transitional employment and job placement. (10 consumers served)

Creative Options & Employment, Inc. (COE) is a one stop non-profit community-based person-centered organization that assists persons with disabilities by eliminating employment barriers, enhancing marketable skills, providing person-centered planning, fostering community inclusion and developing the necessary supports to maintain individual career and personal goals. (11 consumers served)

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**nonprofit vocational rehabilitation service providers**

Deaf-Reach, Inc. was founded in 1972 by the National Health Care Foundation for the Deaf (Deaf-Reach) as a nonprofit 501 (c) (3) organization within the District of Columbia. Its mission is to maximize the self-sufficiency of deaf adults needing special services by providing referral, education, advocacy, counseling, and housing. (12 consumers served)

National Children's Center, Inc. (NCC) is a recognized leader in providing comprehensive and innovative services for children and adults with developmental disabilities in the District of Columbia and Maryland. Their community-based services include early intervention, schools, employment, adult day and residential programs. These quality personalized lifespan services now benefit more than 500 infants, children and adults with developmental disabilities every day. Additionally, they offer supported employment services and long-term follow-along services for persons with intellectual disabilities and developmental disabilities. (12 consumers served)

Pride Industries is a not-for-profit business and one of the nation's largest employers of people with disabilities. Their businesses meet the manufacturing and service needs of customers nationwide, while supporting its mission of creating good jobs for people with disabilities. Pride Industries provides a wide variety of rehabilitation and vocational services that support people with a multitude of disabilities or other barriers for employment. They use an individualized approach that includes assessing skills, identifying suitable employment matches, and developing a plan to assist each individual in obtaining the training, adaptive resources, coaching and support needed to be successful. (24 consumers served)

Project ReDirect, Inc. has a mission to empower families to prevent child abuse, juvenile delinquency, and to work proactively to facilitate the restoration of the family. (1 consumer served)

Psychiatric Center Chartered, Inc. is a private, certified mental health facility that has served the Washington Metropolitan area since 1973, and allows customers to remain in the community while receiving intensive therapy. Its

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**nonprofit vocational rehabilitation service providers**

Rehabilitation and Employment Services Program continuum consists of six (6) interactive programs: psychosocial rehabilitation, prevocational training/counseling, sheltered work, work readiness, supported employment and transitional employment. (10 consumers served)

St. Johns' Community Services (SJCS) is a nonprofit, community-based organization that supports children and adults with intellectual, developmental, physical and other disabilities. SJCS's "support without walls" activist approach enables people with disabilities to fully participate in and become contributors to the communities of their choice in education, employment, adult day, and residential services. SJCS employment services in the District of Columbia, Pennsylvania (Philadelphia), Northern Virginia and West Tennessee support people with disabilities to explore career options and to acquire and retain competitive employment. People supported include those with intellectual disabilities, learning disabilities, mental health issues, visual impairment, autism, physical disabilities, traumatic brain injury, stroke survivors, as well as welfare recipients.

As individuals explore their job interests and express preferences, SJCS staff work with them to determine their goals and the support needed to do the job successfully. SJCS employment specialists provide comprehensive vocational assessments, career planning, job development and selection, on-the-job training, job coaching, and other life skills training. At the same time, they support employers and co-workers to work effectively with new employees. The SJCS staff works to meet the needs of both employees with a disability and employers, while gradually increasing the probability for a long-term employee-employer relationship. Additionally, SJCS provides consulting services to local, national and international organizations.

New Life, Incorporated provides independent living skills and recreational services for wheelchair users who are youths and adults with developmental and physical disabilities living in the Washington, DC area. Through supervised interactions with other youths and adult wheelchair users, our consumers receive training in a wide variety of wheelchair sports. Over the past 30 years, many of

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**Attachment 4.8(b)(3) Establishment of cooperative agreements with private nonprofit vocational rehabilitation service providers**

these consumers have attended Special Needs summer camps and participated in wheelchair sports activities and games. Through one-on-one mentorship and motivational, life-changing experiences, youth wheelchair users have emerged better equipped to tackle the challenges of living independently in the community and seeking employment.

The Administration increased its pool of community rehabilitation providers by negotiating new Human Care Agreements with the Community Rehabilitation Programs. The following are providers with newly negotiated contracts. While the referral procedure is being worked out with these providers, no client referrals have been made to-date:

Capitol Hill Supportive Services Programs, Inc. provides job readiness skill training, preparing and assisting individuals to obtain employment by locating job openings, assessing job requirements, matching job requirements with the individual's capabilities, and providing sufficient follow-up services to both the individual and the employer.

*Pathways to Housing DC* was founded by Dr. Sam Tsemberis in 1992, and is widely credited as being the originator of the *Housing First* model among people with psychiatric disabilities. *Housing First* provides housing first and then combines that housing with supportive treatment services in the areas of mental and physical health, substance abuse, education, and employment. Housing is provided in apartments scattered throughout a community. This "scattered site" model fosters a sense of home and self-determination, and it helps speed the reintegration of Pathways' clients into the community. The model has been replicated in more than 40 cities across the United States, as well as in Canada, Japan, the Netherlands, Spain and Portugal. In 2009, the agency received three prestigious federal stimulus grants from the Substance Abuse and Mental Health Services Administration (SAMHA) to build new programs in new communities. SAMHA is the federal agency charged with improving rehabilitative services to reduce the impacts of substance abuse and mental illness. SAMHA combines that housing to provide community-based housing facilities for persons with disabilities. The vocational habilitation services program consists of

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prevocational training and supported employment, computer training, mentorship programs, GED and SAT preparation, educational training. And the enlistment and involvement of public and private service agencies, corporations, educational institutions, and governmental entities. It is an approved DC DDS Medicaid Waiver provider of prevocational habilitation, independent habilitation and supported employment.

The Art and Drama Therapy Institute, Inc. (ADTI) is a medically supervised, therapeutic day treatment center for adults with intellectual and developmental disabilities. ADTI is located in an economically deprived part of Northeast Washington, D.C., less than three miles from The White House. Its innovative approach to the care and treatment of adults with intellectual and developmental disabilities through the use of art, music, movement, and drama therapies, along with innovative behavior management techniques, has been hailed by the President's Committee on Mental Retardation and *The Washington Post* as "a national model." ADTI is home to the *Therapeutic Noh Theater*, directed by Master Teacher, Dr. Sirkku M. Sky Hiltunen. In addition, ADTI has built its own authentic *Keiko Komatsubara Noh Stage*—the first of only three (3) in the United States. Dr. M. "Muggy Do" Dickinson, is the Founder and Producer of ADTI's Inspirational Choir and Moroccan Ensemble, whose CD received two submissions for a nomination for Grammy. CD and DVD are currently available on *Amazon.com* under "Let Us Fly."

Work Opportunities Unlimited, Inc. provides supported employment services that include support services, individual placements, benefit planning and asset management, vocational evaluation, situational assessments, and job readiness and job placement services.

**4.8(b)(4) Cooperative agreements with other state agencies and entities with respect to the provision of supported employment and extended services for individuals with the most significant disabilities**

The Administration's Supported Employment program (SE) for persons with persistent mental illness utilizes an evidenced-based approach to help individuals with the most significant disabilities to secure, retain, or regain competitive employment in an

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**4.8(b) (4) Cooperative agreements with other state agencies and entities with respect to the provision of supported employment and extended services for individuals**

**with the most significant disabilities**

integrated setting that pays minimum or better wages, and provides benefits. Supported Employment services are individualized and include, but are not limited to:

- Counseling and guidance
- Job coaching (on-the-job training)
- Rapid job search and placement
- Short-term training
- Follow-along (unlimited supports)
- Development of natural supports.

The Administration coordinates its Supported Employment services through partnerships with the DDS Developmental Disabilities Administration (DDA) and the Department of Mental Health (DMH). The partners have worked together to develop a cadre of community based providers with expertise in serving persons diagnosed with developmental disabilities and persons diagnosed with serious mental illness. DDS/RSA and DDA have continued to establish Human Care Agreements with four (4) supported employment providers for persons with developmental disabilities as the payment mechanism for services.

The Evidenced-Based Practice (EBP) in supported employment for persons with persistent mental illness is a model that emphasizes employment as an alternative to other models; and, it has been adopted by the Administration. The model allows the Administration to make supported employment services accessible to individuals with a lack of job readiness, chronic substance abuse, a history of violent behavior, minimal intellectual capacity and/ or the lack of symptoms of a mental illness. The Administration continues to improve and strengthen its partnerships with the Department of Mental Health (DMH) and the Developmental Disabilities Administration (DDA) to maximize the delivery of supported employment services for individuals with significant disabilities and to improve competitive employment outcomes for its shared consumers. As the program progresses, the Administration continues its role on the Interagency Committee on Supported Employment (ICSE) reviewing DDA consumers being considered for supported employment. The ICSE, comprised of DDA, DMH and the Administration, is working to increase the number of referrals for supported employment. The Administration's supported employment staff continues to streamline the application process to ensure notification of appointments, eligibility determination, and

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**4.8(b) (4) Cooperative agreements with other state agencies and entities with respect to the provision of supported employment and extended services for individuals with the most significant disabilities**

the Individualized Plan for Employment (IPE) is completed in accordance with federal requirements.

Long term follow-along extended services for consumers are provided by DDA and DMH. The DDS administers a DDA waiver which includes long term supports for consumers with developmental disabilities in Supported Employment as well as an array of other services such as residential, transportation, and homemaker services that may be required to support the client. The DMH provides on-going support through its core mental health agencies.

Six (6) private non-profit organizations (Anchor Mental Health, Community Connections, Inc., Deaf-Reach, Inc., Green Door, Pathways to Housing and Psychiatric Center Chartered Inc.) are providing our consumers with Evidenced Based Supported Employment. Eight (8) providers (ARC of DC, Inc., Creative Options & Employment, Inc., National Children's Center, Inc., Pride Industries, Project ReDirect, Inc., Psychiatric Center Chartered Inc., St. Johnson's Community Services, St. John's Community Services, Lt. Joseph P. Kennedy Institute; and Work Opportunities Unlimited), provide supported employment services that include, but are limited to, work adjustment training for individuals with significant and persistent mental illness and vocational work adjustment training with an emphasis on transitional employment and job placement, respectively.

**(1) Attachment 4.8(b) (2) Plans, Policies and Procedures for Coordination between the designated state agency and educational officials**

**4.8(c) (2) (A) Development and approval of an individualized plan for employment for students with disabilities as early as possible during the transition planning process**

As a result of the realignment in the Vocational Rehabilitation Services Division (VRSD), the process of student referrals for services has been reevaluated to facilitate a more efficient transfer to the vocational rehabilitation counselor and to complete the IPE process prior to the student exiting high school. The Deputy Director of DDS/RSA appointed the Interim Coordinator as Transition Coordinator, effective January 31, 2010.

The Youth and Transition Unit has four (4) Transition Specialists, one (1) Program Support Assistant, and three (3) Transition Specialist vacancies. The unit provides technical assistance to secondary school youth with disabilities. The scope of services provided by the Transition Specialists spans a wide spectrum of outreach activities: conducting workshops and informational sessions for parents and youth on disability

In FY 2009, 891 youths were referred to the Administration for transition services. This represented an increase of 60% over FY 2008. The number of transition youths with an IPE before graduation in FY 2009 was 305: an increase of 108% when compared to FY 2008.

To-date, in FY 2010, 734 youths have been referred to the Administration. Of this number, 4.8% have IPE. Each Transition Specialist is assigned to 16-22 secondary schools. Currently, over 115 secondary schools have been assigned to the Youth and Transition Unit. A vocational rehabilitation counselor, with a transition specialist, is assigned to each of these 115 secondary schools.

Aided by the transition specialists, the vocational rehabilitation counselors are providing outreach, vocational rehabilitation services, and orientation to students, school officials, parents, and others involved in the transition services process. The vocational rehabilitation counselor determines a student's eligibility for vocational rehabilitation services, develops an approved Individualized Plan for Employment, and sponsors the delivery of necessary transition services to assist the student to plan for and obtain successful post-school employment.

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**4.8 (c)2A Development and approval of an individualized plan for employment for students with disabilities as early as possible during the transition planning process**

As a result of the newly drafted MOA between the Administration, the Developmental Disabilities Administration and the District of Columbia Public Schools ("DCPS), the Individualized Plan for Employment (IPE) and the Individualized Habilitation Plan (IHP) are completed or updated as early as possible prior to the student's anticipated school exit to allow for a smoother transition to the student's desired post-school outcome.

**Attachment 4.8(c) (2) (B) Formal interagency agreements with the state educational**

**(i) Consultation and technical assistance to assist educational agencies in planning for the transition of students with disabilities**

The provision of technical assistance to students and their families, guardians and surrogates in planning for the transition of students with disabilities from secondary school to post-school activities and inclusion in the adult community is stipulated in the amended MOA and an OSSE January 5, 2010 Memorandum.

On January 5, 2010, the State Superintendent of Education issued a Memorandum to the Chancellor, District of Columbia Public Schools, the Public Charter School Board of Directors, the Public Charter School Directors, and principals of DC Public Schools regarding secondary transition. This document clarifies what is required of all Local Education Agencies (LEAs) to ensure the District of Columbia has in place secondary transition policies and procedures, as required by IDEA and Title 5, Chapter 30 of the District of Columbia Municipal Regulations (DCMR). The document further emphasizes the roles and responsibilities of LEA to prepare students with disabilities for postsecondary education, vocational education, integrated employment, continuing and adult education, adult services, independent living, or community participation upon graduation or exiting high school. It clearly states and defines the coordinated set of activities in the transition process. Importantly, the document instructs the LEAS to invite a representative from DC/RSA to IEP meetings and to invite other public agencies that are providing transition services.

**(ii) Transition planning by personnel of the designated state agency and the educational agency**

The District of Columbia Public Schools (DCPS), Charter Schools, and Private Schools continue to work with the Administration in the "Transition Individual Educational Plan" process. Schools invite the appropriate representatives that may be responsible for

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providing or paying for transition services, when the goal of the IEP meeting is to

consider transition services. To plan effective transition services for students with disabilities, it is essential that all invited key representatives encourage and support participation in this process by the coordinator (SEC) or designated special education staff in identifying students with IEP or 504 Plans; retrieve the referrals for VR services during the 11<sup>th</sup> grade or junior year; contacting the VR counselor assigned to the school to commence the coordination of transition services; contact the youth and family member(s) or legal guardian and maintain contact throughout the first half of the school months during the student's junior or sophomore year of secondary school; and, transferring to the vocational rehabilitation counselor referrals for all junior and seniors to ensure the vocational rehabilitation counselor determines eligibility for vocational rehabilitation services and develops the IPE prior to the student's anticipated exit from secondary school.

The Administration allocates approximately 52% of its staffing resources to transition services for students with disabilities. Our new electronic Case Management Information System (Libera System 7) will go on-line on May 3, 2010. It represents a very exciting development in the Administration. While it will substantially improve the coding and tracking of transition service delivery, it will allow the agency to prepare federal government reports, CAP stat reports for the Government of the District of Columbia; as well as capture vital statistical data on the numbers of individuals with disabilities (underserved and unserved) with limited-to-no English speaking proficiency for the first time.

**(iii) Roles and responsibilities**

As previously stated, the purpose of the MOA is to foster cooperation and collaboration between DCPS, DDS/RSA, and DDS/DDA. The Administration works to encourage other agencies to enter into formal agreements with DDS/RSA and DCPS to address consultation, coordination, and the provision of technical assistance to students [beginning at age 16 or earlier] and families in the development of vocational and independent living goals in preparation for the successful movement from school to employment and independent living.

The roles and responsibilities for each partner agency are:

1. The local education agencies are responsible for the development, implementation and cost of educational and vocational programs that are consistent with the mandate of a Free and Appropriate Public Education (FAPE) in IDEA 2004.

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2. The Developmental Disabilities Administration will provide case management Administration for all students committed to DDS and, will refer students to DDA and deemed eligible for supported employment to DDS/RSA. The Administration will provide case management administration for students receiving supported employment services.
3. The Administration will provide technical assistance or consultation to the school staff, students (beginning at age 16), and families in the development of vocational and independent living goals in preparation for the successful movement from school to employment and/or Independent Living.

**(iv) Procedures for outreach to students with disabilities**

The DDS/RSA Transition Unit has presented and exhibited information on available vocational rehabilitation services and other resources at awareness, economic trends and assistive technology devices; attending IEP meetings and school events (Back to School Nights, career planning affairs and assemblies); obtaining transition referrals from secondary schools for immediate submission to the vocational rehabilitation counselors; and, assisting the vocational counselors in the secondary schools.

The provision of technical assistance to students and their families, guardians and surrogates in planning for the transition of students with disabilities from secondary school to post-school activities and inclusion in the adult community is stipulated in the amended MOA and an OSSE January 5, 2010 Memorandum.

The Administration's vocational rehabilitation counselors, assigned to the schools with assistance from the transition specialists, are now provide outreach, vocational rehabilitation referral information and orientation to students, school officials, parents, and others involved in transition services. The vocational rehabilitation counselor determines a student's eligibility for vocational rehabilitation services, develops an approved Individualized Plan for Employment, and sponsors the delivery of necessary transition services to assist the student with planning for and obtaining successful post-school employment.

The Individualized Plan for Employment and the Individualized Habilitation Plan (IHP) are completed or updated as early as possible prior to the student's anticipated school exit to allow for a smooth transition to the student's desired post-school outcome.

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The Administration is developing a proposed agreement to allow transition specialists to gain access to the DCPS Easy IEP automated system which will allow immediate access to retrieve the IEP of students with disabilities who are preparing to exit post secondary school. The transition specialists currently have working relationships with school personnel that allows them to access the required information for vocational planning.

**Attachment 4.8 (d) Coordination with Statewide Independent Living Council and Independent Living Centers.**

The District of Columbia Statewide Independent Living Council (“DCSILC”) is a partner in the Administration’s efforts to address the concerns cited in the Comprehensive Statewide Needs Assessment. Upon release of the findings, many stakeholders who work or provide services on behalf of persons with disabilities have become integral partners with the goal of initiating the delivery of quality services to District of Columbia residents. These stakeholders include the District of Columbia Office on Disability Rights, the District of Columbia Aging and Disability Resource Center, the Council of the District of Columbia, the District of Columbia Client Assistance Program, the District of Columbia Workforce Investment Council and many from the Washington, DC Metropolitan Area network of community rehabilitation programs and service providers.

The DCSILC Chair serves as a member of the District of Columbia State Rehabilitation Council and vice versa. Both councils collaborate with the Department on Disability Services Rehabilitation Services Administration, the designated state agency.

Most members of the DCSILC have other affiliations that involve or address the empowerment of persons with disabilities which fosters collaboration among groups and individuals with similar goals and objectives.

The SILC and Centers for Independent Living continue to promote the Help America Vote Act of 2000 through their unified efforts to register District of Columbia citizens to vote. Voter registration cards are distributed at each outreach event. Members worked city-wide with the Board of Elections to provide training to persons with disabilities at polling places during elections.

The District of Columbia Statewide Independent Living Council’s (DCSILC) primary goal for FY 2010 was to collaborate with the designated state unit, the District of Columbia Executive Office of the Mayor’s Office of Boards and Commissions (OIB) to

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**Attachment 4.8 (d)**

expedite the reorganization of the DCSILC, the Administration sought the expertise of The George Washington University Technical Assistance & Continuing Education

Center, Region 3, to assist in providing training sessions that clearly outlined the duties and responsibilities of the DCSILC, as well as the designated state unit (Administration) and the District of Columbia Center for Independent Living (DCCIL). These training sessions were considered to be helpful by the newly appointed DCSILC members.

The DCSILC continued its collaboration with other stakeholders to provide the following community events and activities:

- The DCSCIL donated items for a silent auction sponsored by the National Federation of the Blind Annual Conference held on October 9, 2009, at 650 Water Street, SW.
- The DCSCIL participated in the American Association of People with Disabilities (AAPD) 2010 Leadership Awards Gala held at the Ronald Regan Building & International Trade Center (1300 Pennsylvania Avenue, N.W.) on March 10, 2010, in celebration of AAPD's 15<sup>th</sup> anniversary and the 20<sup>th</sup> anniversary of the Americans with Disabilities Act.
- The DCSILC supported the March 10, 2010, National Broadband Plan and Accessibility for People with Disabilities Conference hosted by a community partner, the Adaptive Services Division, DC Public Library (The Martin Luther King, Jr. Library at 901 G Street, N.W.).
- Throughout the past year, the DCSILC membership has participated in a number of training webinars sponsored by the National Council on Independent Living in collaboration with the Independent Living Research and Utilization (ILRU).

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**Attachment 4.10 Comprehensive system of personnel development  
(Section 1010(a) (7) of the Rehabilitation Act; 34 CFR 361.18)**

**(a) Data System on personnel and personnel development**

A training consultant was hired by DDS/RSA in fiscal year 2009 to assist the agency in the development of an in-house data system to analyze and track annual personnel needs and personnel development. The data system includes a CSPD Annual Individual Training Plan, Instructions for completion of the Training Plan and CSPD College Checklist. The Administration is in the process of developing annual employee profiles that will be maintained within the Office of Program Supports. The Office of Program Supports in conjunction with the DDS Human Resources will track and document counselor college courses and in-service training credits for CRC certification and/or maintenance. In addition, the Office of Program Supports will provide information to supervisors, counselors and support staff of relevant training opportunities to enhance service delivery to our customers.

**(1) Qualified Personnel Needs**

**A. Number of personnel in relation to the number of individuals served**

The total number of personnel employed by the Administration in the provision of providing vocational rehabilitation service is **116**. The Vocational Rehabilitation (VR) Counselor total number is **39**. The total number of support staff for VR counselors is **9**. Total estimated population served is **6,500** individuals with disabilities. The average counselor ratio is **165:1**

**B. Number of personnel currently needed by the agency to provide vocational services by personnel category**

The total number of personnel currently needed by the Administration to provide VR Services

Supervisors: 3  
Counselors: 10  
Support staff: 6

During FY 10 to date, the agency has lost 4 counselors due to resignations or other reasons.

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**C. Projections of the number of personnel, by personnel category**

The estimate of the number of persons needed by the agency to provide VR services over the next five years is based on the estimate of the number of persons expected to retire or leave the agency with the next five years.

STAFF	PROGRAM	ATTRITION	RETIREMENT	
10 Supervisors		VR	0	7
54 VR Counselors		VR	0	7
15 Rehab Assistants		VR	1	2

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At this time, there are seven (7) individuals in supervisory positions and seven (7) vocational rehabilitation counselors planning for retirement in the next five (5) years. A total of 17 staff are expected to retire or leave the field

Several current staff members are gearing up to complete courses and course requirements to enable them to sit for the CRC and will complete their trek in 1-2 years and obtain Master's degrees in Counseling. With vigorous recruitment efforts in place and current VR staff preparing to become certified and obtain Master's Degrees, the Administration anticipates that we will meet the standards based on state requirements and regulations.

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**Attachment 4.10 (a)( 2)**

**A. Institutions of higher education preparing vocational rehabilitation professionals**

The following institutions of higher education prepare vocational rehabilitation professionals: The George Washington University; University of Maryland, College Park; University of Maryland, Eastern Shore; and, Coppin State University. A number of on-line programs are available across the country without regard to physical jurisdiction.

**B. Number of students enrolled at institutions, by type of program**

Several current staff members plan to complete courses and course requirements to enable them to sit for the CRC.

Currently, one (1) counselor is enrolled in the Master's Program at The George Washington University. Counselors are enrolled in core courses that will prepare them to sit for the CRC. With vigorous recruitment efforts in place and

current VR staff preparing to become certified, the Administration anticipates we will meet the standards based on state requirements and regulations.

**C. Number of students who graduated during the prior year, by personnel category and certification or licensure.**

The DDS/RSA had no students to graduate from any of the above cited institutions in fiscal year 2009.

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**Attachment 4.10 (b)**

**Plan for recruitment, preparation and retention of qualified personnel**

The Administration recently began recruiting counselors at the desired grade 12 pay level, the highest grade level for a rehabilitation counselor. Applicants at this level must have completed a master's degree in rehabilitation counseling with at least two (2) years of experience and CRC.

The Administration has formally established a recruitment plan which addresses the hiring of a sufficient number of vocational rehabilitation counselors within DDS/RSA. Current recruitment efforts include (1) posting vacancy announcements on the D.C. Office of Personnel website, and (2) posting vacancy announcements at community programs.

The recruitment plan consists of two major goals:

Goal 1: Expand recruitment efforts

Objective 1.1 Contact graduate school programs and develop relationships with the program chairs. Obtain appropriate contact information to mail notices of job openings

Objective 1.2 Schedule attendance at job fairs at colleges and universities

Objective 1.3 Develop opportunities for paid and non-paid internships with colleges and universities

Goal 2: Increase retention efforts

Objective 2.1 Initiate DDS/RSA new counselor orientation program

Objective 2.1 Increase opportunities for professional growth through increased opportunities for continuous learning through in-service training and workshops

Objective 2.3 Expand opportunities for employee recognition

The Department on Disability Services (DDS) Office of Human Capital has established a formalized exit interview process with all staff leaving the agency. The purpose of the interview is to determine the reason an employee is separating from employment with the agency, if they have recommendations to improve the quality of services; and, learn about their experience with the agency.

The Administration encompasses a uniquely diverse staff. Currently, it has 25 bilingual staff. We are continuing to expand our outreach to attract employees proficient in Spanish and sign language.

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#### **Attachment 4.10 (c) Personnel Standards**

##### **(1) Standards consistent with nationally or state approved certification**

The Administration bases its personnel standards for VR counselors on the degree needed to meet the national CRC requirements through CRCC. New hires as a Vocational Rehabilitation Counselor must



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have a master's degree in Rehabilitation Counseling or Counseling. To-date, all of our staff have master degrees. We have approximately 18 counselors who cannot sit for the CRCC examination. Additionally, we have one counselor in school who will soon become a Licensed Professional Counselor.

# of Certified Rehabilitatio n Counselors	# of Counselors eligible to sit for the CRC	# of Counselors staff with Master Degrees	# of staff with Bachelor Degrees
4 - Counselors 2 - Supervisors 1 - VR Specialist 1 - Monitor 3 - Chiefs	16	All 38 Counselors have Master degrees	0

**(2) Strategies to retrain or hire personnel within the designated state unit to meet the standards**

The Office of Vocational Supports requested copies of staff transcripts and copies of their master degrees. The majority of the staff complied and submitted this information. There has been discussion with the CRCC and with a representative on the committee from The George Washington University to determine if the staff determined eligible under D4 will still be eligible to sit for the CRCC examination.

A DDS Human Resources Specialist notified the ASME Local 2401 union about the pending letters that were given to the Vocational Rehabilitation Specialists because of the CSPD requirements. On March 18, 2010, staff were notified and given their CSPD letter; and, they acknowledged by their signature that they had received the letter.

We requested that staff return the letters on March 25, 2010. Of the 37 counselors who received the letters, a majority returned their letters to the Office of Human Capital and plan to pursue certification. The Administration has established the follow process to assist counselors to meet CSPD requirements:

1. The Administration will pay for 3 credit hours a semester including books for on-line or classroom courses.

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2. The Administration will pay the one- time cost of the CRC examination.
3. The Administration will allot hours during the work day for staff to attend training.
4. After negotiation with a university offering the rehabilitation counseling program, the Administration will arrange to offer courses on site.

**(3) Plan for retraining , recruitment and hiring of personnel**

**(A) Specific strategies for retraining, recruiting and hiring personnel**

Jobs are listed on the D.C. Department of Human Resources website. The Administration currently collaborates with The George Washington University and the University of Maryland Eastern Shore. The Administration has hosted interns from both universities and has recruited numerous staff from both of these Rehabilitation Counseling programs.

The Administration will assist counselors with Master's degrees in taking core courses that will allow them to sit for the CRC exam. In addition, the Administration will encourage staff to enroll in Master's degree programs in rehabilitation counseling. The Administration will assist staff with 3 credit hours per semester and pay for staff to sit for the CRC examination.

Additionally, the Administration has launched outreach activities in the community as well as at vocational training programs, colleges and universities to attract young professionals interested in embarking on a career in Vocational Rehabilitation Counseling.

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**Attachment 4.10(c) Personnel Standards**

**B. Time frames to meet the standards**

The Administration notified counselors by letter of the CSPD requirement in March, 2010. The labor union was notified of the federal requirements. All staff must complete CSPD requirements by October 1, 2015. The Administration will implement incremental time frames to ensure that all staff who pledge to complete university programs can do so before the deadline. Follow-up contact will be made with each counselor on an individual basis to formalize the proposed training plan and checklist of required college courses based on the formal analysis of their transcripts from the selected university program. As of October 1, 2015, any remaining VR counselor who does not meet the CSPD requirement can no longer perform the duties of a "qualified rehabilitation counselor".

**C. Procedures for evaluating progress in hiring and retraining personnel**

1. Finalize and clarify any remaining issues with Human Resources and the local union

2. Finalize review of counselor transcripts and initiate follow-up contact with counselors to develop a formalized training plan.
3. Clarify procedures for requesting training with all staff.
4. Clarify responsibilities of designated staff within the Office of Vocational Supports related to monitoring and evaluating CSPD performance on all employees.
5. Maintain up-to-date records of training activities.

Annually, all DDS/RSA staff receive an e-performance evaluation from their immediate supervisor. The employee will update the training plan along with their supervisor. The Office of Vocational Supports will track receipt of the plans and monitor compliance.

**D. Identification of initial minimum requirements**

The desired minimum state requirement for the Administration is a Master's degree in rehabilitation counseling and CRC eligible. If, after extensive recruitment efforts, the Administration is unable to find acceptable candidates meeting the desired qualifications, new hires will be limited to candidates with Master's degrees in counseling, special education, social

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work, psychology or related fields. A condition of employment will require the candidate to enroll in an approved graduate program in rehabilitation counseling with the goal of obtaining a Master's degree and CRC certification.

The agency will pay a minimum of three credit hours per semester.

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Attachment 4.10 (d) Staff Development

(1) System of Staff Development with respect to assessment,  
vocational counseling, job placement and rehabilitation  
technology.

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Over the last two years, supervisors and staff have received exclusive training, attended conferences and incentives to enhance their knowledge of best practices for quality service delivery. Training received through TACE at The George Washington University included supported employment and independent living, ethics and VR case management.

Additional training included:

- (1) Veteran's Administration Breakfast Forum on Veterans Returning from the War with Post Traumatic Stress Disorder and Traumatic Brain Injury,
- (2) Career Opportunities for Students with Disabilities, Maryland Division of Rehabilitation Service Annual Conference
- (3) PESI training on Counseling Strategies and Techniques for Veterans and their Families
- (4) Benefits Training sponsored by the National Disability Institute
- (5) Creative Job Placement Strategies sponsored by TransCen
- (6) ADA training, Workplace Accommodations for Persons with Mental Illness
- (7) Annual CSAVR Meeting and Training sessions
- (8) Case Management Information Systems, System 7 by Libera, Inc. which began in May, 2010.

The Administration counselors underwent intensive training with training consultant, Barbara Lewis, a certified rehabilitation counselor from August of 2009 through February 2010. All aspects of the vocational rehabilitation process were covered in the training including case management, caseload management, vocational assessment, eligibility and IPE development, job placement and development. The training was approved through the Commission on Rehabilitation Counselor Certification. Six (6) intensive 2 day phases of training were conducted covering the federal regulations, ethics for rehabilitation counselors, policy and procedures and applied aspects of the VR process.

Objectives of the training were multi-faceted addressing issues such as state and federal regulations, informed choice, transition services, supported employment eligibility and Order of Selection, case file documentation, intermediate objectives and service delivery coordination with employers. Additionally, the Administration launched outreach activities in the community as well as vocational training programs and colleges and universities to attract young professionals interested in embarking on a

career in Vocational Rehabilitation Counseling.

An Administration staff within the Office of Vocational Supports has been charged with the responsibility to seek out, plan and coordinate on-site and off site training opportunities for staff on an on-going basis.

Additionally, the agency has launched outreach activities in the community as well as vocational training programs and colleges and universities to attract young professionals interested in embarking in a career in Vocational Rehabilitation Counseling.

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**Attachment 4.10 (e) Personnel to Address Communication Needs**

The Administration will continue to employ personnel who are able to communicate in the native languages of applicants for services and clients who have limited English speaking ability. The Administration provides accommodations for special communication needs such as interpreters, specialized services and materials for individuals who are deaf, blind or deaf-blind. Sign language skills are considered a minimum qualification for positions providing services to persons who are deaf and/or hearing impaired. The Administration's services population continues to expand because of increased outreach efforts. The service population includes Latinos, Chinese and Vietnamese. The bilingual capacity of the staff is as follows:

Staff who speak Spanish

1 Manager  
2 Counselors  
1 Transition Specialist  
3 Rehabilitation Assistants  
1 Employment Coordinator

Staff who speak Chinese

1 Counselor

Staff who are fluent in American Sign Language

2 Managers  
2 Counselors  
1 Placement Specialist



Staff who speak French  
1 counselor

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**Attachment 4.10 (f) Coordination of personnel developments  
under the Individuals with Disabilities Education Act.**

The Administration staff receives training on a continuous basis. The Administration is fully committed to providing transition services. The agency currently employs four (4) transition specialists. The transition specialists received specific training on transition services from Mrs. Barbara Lewis, training consultant. Several managers and staff recently attended the *Annual National Community of Practices in Transition Conference* in North Carolina. Two (2) agency staff, a program manager and counselor along with a representative from the District of Columbia Public Schools visited the California Department of Rehabilitation Services and several public school sites to observe and review cooperative agreements and collaborative working relationships in the implementation of transition services.

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**Attachment 4.11(a) Statewide assessment; annual estimates; annual state goals and priorities; strategies; and progress reports** (Sections 101(a) (15), 105(c) (2) and 625(b) (2) of the Rehabilitation Act; 34 CFR 361.17(h) (2), .29, and 363.11(b))

Attachment 4.11(a) documents the assessment of the rehabilitation needs of individuals with disabilities residing within the District of Columbia

Annual Update  
Results of Comprehensive Statewide Assessment of the  
Rehabilitation Needs of Individuals with Disabilities and  
the Need to Establish, Develop or Improve Community  
Rehabilitation Programs

The Department on Disability Services, Rehabilitation Services Administration, along with the District of Columbia State Rehabilitation Council ("Administration" or "DCSRC") contracted with Dan Hopkins & Associates, Inc. (DHA) in fiscal year 2008 to conduct its three year comprehensive statewide needs assessment. The 2011 state plan updates the assessment in four sections: (i) individuals with the most significant disabilities, including their need for supported employment services, (ii) individuals with disabilities who are minorities and individuals with disabilities who have been unserved or underserved by the vocational rehabilitation program, (iii) individuals with disabilities served through other components of the statewide workforce investment system. Additionally, the assessment provided information stressing the Administration's need to establish, develop, or improve its relationship with community rehabilitation programs within the District of Columbia.

As a result of the analysis of the findings reported in the **2008 District-Wide Comprehensive Needs Assessment**, the Administration validated the need to enhance vocational rehabilitation services to persons with disabilities in several areas. The areas of need identified were (1) increased emphasis on employment or on the execution of service delivery strategies geared toward achievement of quality employment outcomes. (2) a viable working relationship with the workforce investment system to better respond to the employment needs of individuals with disabilities and (2 3) greater cooperation with both Centers for Independent Living (CIL) and community rehabilitation programs (CRP) to promote the expansion and establishment of CIL and CRP in designated areas of need in the District of Columbia (4) expansion of evidence based supported employment to the entire state (5) address the perception of some residents that vocational rehabilitation services were inaccessible to African-American consumers.

(i)Results regarding individuals with the most significant disabilities, including their need for supported employment services

Over the past year, the Administration has dramatically increased its capacity to provide supported employment services in integrated work settings to persons with serious mental illness, intellectual disabilities, and traumatic brain injuries. The Administration has increased

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the number of providers it contracts with from 5 to 17 during this period. The Administration has a Human Care Agreement solicitation open through to the end of September 2010 to further enhance its capabilities in this area. The DDS RSA also provided \$500,000 thousand of its one-time American Recovery and Reintervention Act of 2009 (ARRA) funding to work with the DC Department on Mental Health to bolster that agency's provider network ability to provide supported employment services to at least 250 more DC residents with serious mental illness.

Since the beginning of fiscal year 2010, the Administration has approved 16 new providers under the Performance Based Contract category and increased supported employment Status 26 closures from 35 in 2009 to 43, as of April 12, 2010. The Unit is currently working with six (6) service providers from the Department of Mental Health and using the Evidenced-based Supported Employment Services model (EBSE) to provide supported employment to assist District of Columbia residents with severe mental illnesses. The Unit supervisor meets monthly with the DC Department of Mental Health (Mr. Baker) to identify strategies both agencies can implement to improve the EBSE services. The EBSE model provides rapid services to consumers with co-occurring disorders, illicit drug users, and consumers with long term mental illnesses. There is a treatment team to ensure these consumers have medication compliance and receive regular counseling.

The Administration and the DC Department of Mental Health are currently working with the six (6) providers of Evidence-Based Supported Employment to maximize the benefits and services that are provided to clients with a

history of severe mental illness. The DC Department of Mental Health also pays for the services of Job Club, Social Security benefits counseling and treatment team activities and coordination.

The number of clients served through the Supported Employment program continues to increase. To date in FY 2010, 225 clients have been served. In FY 09, a total of 350 clients were served. The Administration appears on track to exceed the previous year.

Overall, the Administration placed 412 consumers in competitive employment in FY 2009.

The Administration has begun the expansion of Independent Living (IL) services for individuals with the most significant disabilities. Currently, the Administration, with the SILC and the Center for Independent Living, are developing a three-year 2011-2013 State Plan for Independent Living (SPIL) to address future goals and needs of consumers with significant

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disabilities who reside in the District of Columbia. Additionally, a planning effort is underway to open a satellite office to serve Wards 1 and 2 IL needs of the emerging Hispanic population residing in Wards 1 and 2 by 9/30/2010, utilizing American Recovery and Reinvestment Act of 2009 (ARRA) funding.

The data reported in the U.S. Department of Education, Section 704 - Annual Performance Report Revision for State Independent Living Services Program (IL) document incremental progress in this area over the past year. 2009

was the first year the Independent Living Services Program (IL) had a separate unit within the Administration. The IL Unit began to create a plan with goals specifically targeted to outreach and case find consumers living in the unserved and underserved neighborhoods of the District of Columbia. In FY2008, the IL Unit began operation with 36 records and ended FY2009 with 62 records. Consumers served by ward during FY2009 are distributed, accordingly:

Ward 1: 1  
Ward 2: 4  
Ward 3: 1  
Ward 4: 8  
Ward 5: 13  
Ward 6: 4  
Ward 7: 18  
Ward 8: 13

Fifty percent (50%) of IL consumers were residents of Wards 1, 2, 3, 4, 5 and 6 for a total of 31 consumers. Fifty percent (50%) of our consumers were residents of Wards 7 and 8 for a total of 31 consumers. Wards 7 and 8 are considered unserved and underserved areas of Washington, DC. Fourteen (14) consumers were closed successfully, reaching their Independent Living outcomes for FY2009.

The IL Unit staff was very active throughout the city; and, therefore, able to add 26 more consumers to the existing IL caseload. Through the existing Human Care contract with the Columbia Lighthouse for the Blind, IL skills training was provided to consumers with low vision or those who were legally blind or blind. For peer counseling, our consumers were referred to the DC Center for Independent Living (DCCIL) that runs several peer counseling training groups of six (6) week duration each. Advocacy, information and referral services were provided in-house by the IL Unit staff assistant.

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The IL Unit, along with all DC Department on Disability Services, Rehabilitation Services Administration staff began participating in monthly training sessions conducted by DDS/RSA Training Consultant, Barbara Lewis. The sessions focused on the policies and procedures governing the provision of VR services, as well as E-performance training; benefits overview training at The George Washington University; Cultural Dialogue training: Asian cultures; Mayor's Annual Disability Awareness Conference; DC Language Access Act Conference; Policy and Procedures for Drug Testing DC Employees Forum; and, the DC Mental Health Conference. Requests for information and referral were generally related to the following issues: Special Transportation(enrollment in Metro Access and registering complaints concerning delays in their services); how to apply for health insurance; how to apply for subsidized housing; how to apply and enroll in Medicaid/Medicare services; how to apply for and receive food stamps and Income Maintenance (IMA) services; how to obtain personal care assistants and home health aides; and, how to receive home delivered meals.

The IL Counselor received a letter of commendation from the Mayor of the District of Columbia for providing "*outstanding customer services.*" Other services provided included: Orientation and Mobility Training; computer skills; Braille training; low vision aids including glasses; aids and devices (hearing aids, amplifiers, Cap Tel phones) for individuals with communication impairments and those who are deaf and hard of hearing; aids to improve mobility and self-care; customized training on how to use the low vision aids and aids for individuals who are deaf and hard of hearing; personal care assistants; home health aides; home delivered meals; customized prosthesis and customized orthopedic shoes; and, customized wheelchairs to improve mobility and self-care.

(ii) Results regarding individuals with disabilities who are minorities and individuals with disabilities who have been unserved or underserved by the vocational rehabilitation program

The Administration remains committed to providing outreach to unserved and underserved individuals and in seeking





**Ethnic Group**

Am Indian/Alaskan	77	00.81
87	01.10	
Asian	41	00.44
32	00.40	
Black		6392
67.80	5154	64.00
Hispanic Origin	461	04.90
401	05.00	
Pacific Islander		22
.23	20	00.25
White		711
07.50	593	07.36
Unconfirmed	2182	23.20
1766	21.92	
Total		9425
100	8053	100

\* FY 2010 figures are as of 4/13/10.

In looking at access to VR services by unserved, underserved and minority populations, the 2008 Census data showed that consumers served by the Administration were fairly equal in gender, primarily single with the 911 data showing 91.3% Black, 7.7% White, and 5.2% Hispanic; while survey data revealed 85% being Black/non-Hispanic. The 2008 data revealed two-thirds of consumers served were coded as having a mental disability as the primary disability.

The economic profile for the District of Columbia cited from the 2008 American Community Survey (ACS) compiled by the U.S. Census Bureau and reported in the *September 5, 2008 District-Wide Comprehensive Needs Assessment* remains the latest data available. Washington, DC is first among 40 American cities with the largest gap between the poor and the rich. The

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average yearly income of the top 20 percent of households is an average yearly income of \$186,800 which is 31 times that of the bottom 20 percent, which earns only \$6,120 per year. The unemployment rates for District of Columbia residents (1) over 16 years of age and (2) 16 to 19 years as reported in the 2006-2008 American Community Survey were 8.1% and 27.1%, respectively.

The Administration embarked on extensive outreach efforts during the current fiscal year to expand services to minorities as well as underserved and unserved populations. The Administration placed counselors in 13 additional itinerant locations throughout the city. Currently the agency has a total of 17 outreach sites. Laptop computers and cell phones were purchased by the agency using ARRA funds for the counselors at the designated sites.

The Administration moved to 1125 15<sup>th</sup> Street, NW in September 2009, where it is co-located with the DC Developmental Disabilities Administration. The new location is approximately seven walking blocks from the White House, the major business district (K Street, NW), and proximal to two of the city's largest hospitals (The George Washington University Hospital and Georgetown University Hospital), Chinatown, Dupont Circle, Foggy Bottom-Westend, Georgetown, Hillandale, Logan Circle, Mount Vernon Square, Shaw, and Sheridan Kalorama neighborhoods. Several notable local attractions are located in Ward Two, including Charles Sumner Museum, Georgetown Library, George Washington University Library, Watergate, and Haines Point. The Administration can be reached by several major bus lines and the following Red Line and Orange/Blue Line Metro train lines;

From the Orange/Blue Metro train line  
Take the Orange/Blue line and get off at the McPherson Square Metro stop. Walk north 2 ½ blocks on 15<sup>th</sup> Street, NW

From the Red Metro train line  
Take the Red line and get off at the Farragut North Metro stop. Take the L Street exit. Turn right and walk East 3 ½ long blocks down L Street to 15<sup>th</sup> Street, NW. Cross the

street, and walk to your left and 1125-15<sup>th</sup> Street, NW is in the middle of the block.

Bus Lines to 1125-15<sup>th</sup> Street, NW

For the bus line close to where you live, please call the Washington, DC Metropolitan Area Transit Authority (WMATA) on 202-637-7000.

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Our counselors, transition specialists and Blind and Visual Impaired Unit staff are assigned to the DDS/RSA location (1125 15<sup>th</sup> Street, NW) and deployed throughout the eight (8) wards of Washington, DC. The following is a listing of Washington, DC by wards, counselors and support staff and their schedules when they are available to serve individuals with disabilities: \*Asterisk reflects new site in FY 2010.

##### Ward 1

Department of Veterans Affairs/Veterans Hospital\*  
50 Irving Street, NE  
Washington, DC 20422  
Counselor: Sharon Hong

Days: Wednesdays (1pm-4:45 pm)

Phone: 202-745-8000

La Clinica del Pueblo  
2831 15th Street, NW  
Washington, DC 20009

Counselor: Maria Barrera

Days: Thursdays (1pm-4:45pm)

Phone: 202-442-8565

##### Ward 2

Department on Disability Services  
Rehabilitation Services Administration  
1125 15th Street, NW, First Floor Intake  
Washington, DC 20005-2726

Counselors, as assigned  
Days: Mondays thru Fridays (8:15am-4:45pm)

Phone: 202-442-8400

DC Aging and Disability Resource Center

1134 11th Street, NW  
Washington, DC 20001

##### Ward 3

The University of the District of Columbia \*  
4200 Connecticut Avenue, NW  
Washington, DC 20008  
Counselor: Ifeoma Ruffin  
Days: Mondays and Wednesdays (1pm-4:45pm)

Phone: 202-274-5365

The Lab School of Washington  
4759 Reservoir Road, NW  
Washington, DC 20007

Counselor: Judith Berland  
Transition Specialist: Joyce Coker-Johnson

Phone: 202-965-6600

**STATE: District of Columbia**  
**COMBINED   X**

**GENERAL            VISUALLY IMPAIRED**

Washington Hospital Center  
1100 Irving Street, NW  
Washington, DC 20010

Counselor: Tyrone Jones  
Days: Wednesdays (8:15am-4:45pm)  
Phone:

Cardozo High School  
1300 Clifton Street, NW  
Washington, DC 20009  
Counselor: Sharon Hong  
                    Jessica Rosa (Spanish-speaking)  
Transition Specialist: Toni Cowans  
Phone: 202-673-7385

Benjamin Banneker High School  
800 Euclid Street, NW  
Washington, DC 20009  
Counselor: Crystal Ford  
Transition Specialist: Toni Cowans  
Phone: 202-671-6320

Booker T. Washington Public Charter School  
1346 Florida Avenue, NE  
Washington, DC 20002  
Counselor: Sharon Hong  
Transition Specialist: Evelyn Maye  
Blind Counselor: Lisa Stephens-Collins  
Phone: 202-673-7322

Carlos Rosario International Public Charter School  
1100 Harvard Street, NW  
Washington, DC 20009  
Counselor: Jessica Rosa (Spanish speaking)  
Transition Specialist: Joyce Coker-Johnson  
Phone: 202-797-4700

Maya Angelou High School  
1851 9th Street, NW  
Washington, DC 20001  
Counselor: Crystal Ford

Transition Specialist: Joyce Coker-Johnson  
Phone Number: 202-939-9080

Counselor: Raymond Kinlaw  
Days: Mondays and Wednesdays  
(8:15am-4:45pm)  
Phone: 202-724-8925

DC Aging and Disability Resource  
Center  
1134 11th Street, NW  
Washington, DC 20001  
Counselor: Lisa Stephens-Collins  
Days: Tuesdays and Fridays (8:15-  
4:45pm)  
Phone: 202-535-1444

N Street Village  
1333 N Street, NW  
Washington, DC 20005  
Counselor: Judy Griffin  
Phone: 202-939-2070

St. Matthias Mulumba House  
621 Rhode Island Avenue, NW  
Washington, DC 20001  
Counselor: Nelson Toney  
Days: Wednesdays (8:15 am-4:45pm)  
Phone: 202-497-5250

Rachel Woman's Center  
1211 11th Street, NW  
Washington, DC 20001  
Counselor: Eugenia Rapp  
Days: Tuesdays (8:15am-12pm)  
Phone: 202-682-1005

Bell Multicultural Senior High School  
3101 16th Street, NW  
Washington, DC 20010-3351  
Counselor: Jessica Rosa (Spanish-  
speaking)  
Transition Specialist: Joyce Coker-  
Johnson  
Phone: 202-939-7700

Duke Ellington School of the Arts  
3500 R Street, NW  
Washington, DC 20007  
Transition Specialist: Joyce Coker-  
Johnson  
Phone: 202-282-0123

The School Without Walls of  
Washington, DC  
2130 G Street, NW  
Washington, DC 20037

Woodrow Wilson High School  
3950 Chesapeake Street, NW  
Washington, DC 20016  
Blind and Visual Impaired: Dena  
Davis  
Counselor: Judy Griffin  
Transition Specialist: Joyce Coker-  
Johnson  
Phone: 202-282-0120

**STATE: District of Columbia**  
**COMBINED     X**

**GENERAL \_\_\_\_\_ VISUALLY IMPAIRED**

Next Step Public Charter School  
1419 Columbia Road, NW, 2nd Floor  
Washington, DC 20009  
Counselor: Zarifa Roberson  
Transition Specialist: Cheryl Thorpe  
Phone: 202-319-2249

Youth Build Public Charter School  
3014 14th Street, NW  
Washington, DC 20009  
Counselor: Sharon Hong  
Transition Specialist: Evelyn Maye  
Phone: 202-518-0601

Sunrise Academy  
816 12TH Street, NW  
Washington, DC 20009  
Counselor: Zarifa Roberson  
Transition Specialist: Cheryl Thorpe  
Phone: 202-747-5377

Counselor: Inga Lyons  
Transition Specialist: Toni Cowans  
Phone: 202-724-4889

**Ward 4**

Academy for Ideal Education (Lower Campus)  
1501 Gallatin Street, NW  
702 15th Street, NW  
Washington, DC 20011-3853  
Transition Specialist: Joyce Coker-Johnson  
Phone: 202-726-0313

Academy for Ideal Education (Upper Campus)  
2600 12th Street, NE  
Washington, DC 20018-1714  
Transition Specialist: Joyce Coker-Johnson  
Phone: 202-399-0707

Kingsbury Center  
5000 14th Street, NW  
Washington, DC 20011-6926  
Counselor: Danae Williams  
Transition Specialist: Cheryl Thorpe  
Phone: 202-722-5555

Chelsea School  
711 Pershing Drive, Silver Spring, MD 20910-4321  
Counselor: Judith Berland  
Transition Specialist: Toni Cowans  
Phone: 301-585-1430

**Ward 5**

Dunbar High School  
1301 New Jersey Avenue, NW  
Washington, DC 20001  
Blind and Visual Impaired: Lisa Stephens-Collins  
Counselor: Altamit Lewis  
Transition Specialist: Joyce Coker-Johnson  
Phone: 202-673-7233

Mamie D. Lee High School  
100 Gallatin Street, NE  
Washington, DC 20011  
Counselor: Judith Berland  
Transition Specialist: Evelyn Maye  
Phone: 202-576-6090

Young America Works Pcs High School  
6015-17 Chillum Place, NE  
Washington, DC 20011  
Counselor: Judy Griffin  
Transition Specialist: Cheryl Thorpe  
Phone: 202-722-9295

One Stop  
1500 Franklin Street, NE  
Washington, DC 20018

**Ward 6**

Anacostia Senior High School  
1601-16th Street, SE  
Washington, DC 20020-20003  
Counselor: Marquita Siler  
Transition Specialist: Evelyn Maye  
Phone: 202-698-2155

Cesar Chavez Public Charter School  
709 12th Street, SE  
Washington, DC 20003  
Counselor: Marquita Silver  
Transition Specialist: Joyce Coker Johnson  
Phone: 202-547-3975

Eastern Senior High School  
1700 East Capitol Street, NE  
Washington, DC 20003  
Counselor: Rahi Amim  
Transition Specialist: Toni Cowans  
Phone: 202-698-4500

DC Superior Court\*  
500 Indiana Avenue, NW  
Washington, DC 20001  
Counselor: Crystal Ford

**STATE: District of Columbia**  
**COMBINED X**

**GENERAL \_\_\_\_\_ VISUALLY IMPAIRED**

Rock Creek Academy  
4401 Connecticut Avenue, NW  
Washington, DC 20008

Counselor: Felicia Martin  
Transition Specialist: Cheryl Thorpe  
Phone: 202-378-1393

Roosevelt Senior High School, and Hospitality  
House  
4301 13th Street, NW

Washington, DC 20011  
Counselor: Danae Williams  
Transition Specialist: Cheryl Thorpe  
Phone: 202-541-6440

Kamit Institute for Magnificent Achievers  
100 Peabody Street, NW, 1st Floor  
Washington, DC 20019  
Counselor: Ifeoma Ruffin  
Transition Specialist: Joyce Coker-Johnson  
Phone: 202-723-7886

Coolidge High School  
6415 5th Street, NW

Washington, DC 20012  
Blind and Visual Impaired: Dena Davis  
Transition Specialist: Cheryl Thorpe  
Phone: 202-671-6080

Sharpe Health School  
4300 13th Street, NW  
Washington, DC 20011

Counselor: Supported Employment Unit  
Transition Specialist: Evelyn Maye  
Phone: 202-576-6130

Counselor: Yolanda Mitchell  
Days: Thursdays (8:15am – 12:00pm)  
Phone: 202-527-5485

One Stop  
1500 Franklin Street, NE  
Counselor: Danae Williams  
Days: Tuesdays (9:00am – 4:00pm)  
Phone: 202-576-3075

DC Center for Independent Living\*  
1400 Florida Avenue, NE  
Washington, DC 20002  
Counselor: Darnise Henry Bush  
Days: Mondays (8:15am – 4:45pm)  
Phone: 202-388-0033

National Rehabilitation Hospital\*  
102 Irving Street, NW  
Washington, DC 20010  
Counselor: Inga Lyons  
Days: Fridays (9:00am – 5:30pm)  
Phone: 202-877-1198 or 202-527-4894

MSSD (Deaf and Hard of Hearing)  
800 Florida Avenue, NW  
Washington, DC 20002  
Counselor: Yolanda Mitchell  
Alicia Borgongo  
Robin Padilla  
Phone: 202-651-5380 (V/TTD)

High Road Academy of Washington,  
DC  
711 Edgewood Street, NE  
Washington, DC 20017-3341  
Transition Specialist: Toni Cowans  
Phone: 202-529-7677

High Road School  
711B Edgewood Street, NE  
Washington, DC 20017  
Transition Specialist: Toni Cowans  
Phone: 202-635-7171

Hyde Leadership Public Charter School  
101 T Street, NE  
Washington, DC 20017  
Counselor: Katie Hulsey  
Transition Specialist: Evelyn Maye

Days: Tuesdays (8:30am-1pm)  
Phone: 202-879-1010

Community Connections  
801 Pennsylvania Avenue, SE  
Washington, DC 20003  
Counselor: Zarifa Roberson  
Days: Tuesdays (8:15am - 4:45pm)  
Phone: 202-546-1412

Court Services & Offender  
Supervision Agency  
633 Indiana Avenue, NW  
Washington, DC 20004  
Counselor: Felicia Martin  
Days: Fridays (8:15am-4:45pm)  
Phone: 202-220-5300

Friendship House\*  
619 D Street, SE  
Washington, DC 20003  
Counselor: Mr. I. Odinma  
Days: Thursdays (8:15am-12pm)  
Phone: 202-675-9050

St. Coletta Special Education Public  
Charter School  
1901 Independence Avenue, SE  
Washington, DC 20003  
Counselor: Iheanacho Odinma  
Transition Specialist: Toni Cowans  
Phone: 202-350-8680

Options Public Charter School  
1375 E Street, NE  
Washington, DC 20002  
Counselor: Nelson Toney  
Transition Specialist: Toni Cowans  
Phone: 202-547-1028

Youth Engagement Academy  
1830 Constitution Avenue, NE  
Washington, DC 20002-6628  
Counselor: Not assigned  
Transition Specialist: Not assigned

**STATE: District of Columbia**  
**COMBINED X**

**GENERAL \_\_\_\_\_ VISUALLY IMPAIRED**

Phone: 202-529-4400

Luke Moore Academy of Washington,  
DC

1001 Monroe Street, NE

Washington, DC 20017

Counselor: Rahi Amim

Transition Specialist: Joyce Coker-  
Johnson

Phone: 202-281-3600

McKinley Technology High School

151 T Street, NE

Washington, DC 20002-1519

Transition Specialist: Toni Cowans

Phone: 202-281-3950

Spingarn Senior High School

2500 Benning Road, NE

Washington, DC 20002

Transition Specialist: Cheryl Thorpe

Phone: 202-724-4525

The Village Academy of Washington,  
DC

680 Rhode Island Avenue, NE

Washington, DC 20002-1246

Counselor: Katie Hulsey

Transition Specialist: Evelyn Maye

Phone: 202-397-7240

The Joseph P. Kennedy Institute

801 Buchanan Street, NE

Washington, DC 20017-3924

Counselor: Cheryl Thorpe

Transition Specialist: Cheryl Thorpe

Phone: 202-529-7600

Choice Academy

1401 Brentwood Parkway, NE

Washington, DC 20002

Counselor: Randolph Johnson

Transition Specialist: Joyce Coker-  
Johnson

Phone: 202-939-4350

Washington Hospital Center

110 Irving Street, NW

Washington, DC 20010

Counselor: Tyrone Jones

Phone: 202-877-7000

Washington Math and Science Charter

**STATE: District of Columbia**  
**COMBINED   X**

**GENERAL \_\_\_\_\_ VISUALLY IMPAIRED**

**Ward 7**

Edison Friendship  
4095 Minnesota Avenue, NE  
Washington, DC 20019  
Counselor: Michael Handon  
Transition Specialist: Toni Cowans  
Phone: 202-396-5500

IDEA  
1027 45th Street, NE  
Washington, DC 20019  
Counselor: Jovita Hollins  
Transition Specialist: Evelyn Maye  
Phone: 202-399-4750, Extension 218

SEED  
4300 C Street, SE  
Washington, DC 20019-4100  
Counselor: Jovita Hollins  
Transition Specialist: Evelyn Maye  
Phone: 202-248-3025

H.D. Woodson Senior High School  
5500 Eads Street, NE  
Washington, DC 20019  
Counselor: Dorothy Hunt  
Transition Specialist: Cheryl Thorpe  
Phone: 202-939-2003

The Monroe School  
603 50ieth Street, NE  
Washington, DC 11001  
Counselor: Drew Franklin  
Transition Specialist: Toni Cowans  
Phone: 202-399-8350

Transition Academy @ Shadd  
5601 East Capitol Street, SE  
Washington, DC 20019  
Counselor: Supported Employment Unit  
Transition Specialist: Toni Cowans

High School  
1920 Blagdensburg Road, NE  
Washington, DC 20002  
Counselor: Raymond Kinlaw  
Transition Specialist: Cheryl Thorpe  
Phone: 202-636-8011

**Ward 8**

Ballou Senior High School, Ballou Stay  
3401 4th Street, SE  
Washington, DC 20032-5406  
Counselor: Christina Mobley  
Transition Specialist: Evelyn Maye  
Phone: 202-645-3400

One Stop  
1516 Naylor Road, SE  
Washington, DC 20020  
Counselor: Michael Handon  
Days: Mondays through Fridays  
(8:15am-4:45pm)  
Phone: 202-645-5225

Thurgood Marshall Academy Public  
Charter School  
2427 Martin Luther King, Jr. Avenue,  
SE  
Washington, DC 20020  
Counselor: Dorothy Hunt  
Transition Specialist: Evelyn Maye  
Phone: 202-563-6862

Building for the Future Academy  
2041 Martin Luther King Jr., Avenue,  
SE, Suite M-1  
Washington, DC 20020  
Counselor: Drew Franklin  
Transition Specialist: Evelyn Maye  
Phone: 202-747-7530

**Maryland**

Florence Bertell Academy of PG  
8601 Ashwood Drive  
Capitol Heights, MD 21205-1424  
Counselor: Tyrone Jones  
Transition Specialist: Toni Cowans  
Phone: 301-333-0820



**STATE: District of Columbia**  
**COMBINED X**

Phone: 202-671-6290

**GENERAL \_\_\_\_\_ VISUALLY IMPAIRED**

High Road Academy  
9705 Washington Boulevard North  
Laurel, MD 20723-1315  
Transition Specialist: Cheryl Thorpe  
Phone: 301-483-8605

High Road Academy of PG  
5100 Philadelphia Way  
Lanham, MD 20706-4440  
Transition Specialist: Toni Cowans  
Phone: 301-809-3721

High Road School of PG  
8723 Ashwood Drive  
Capitol Heights, MD 20743  
Transition Specialist: Evelyn Maye  
Phone: 301-324-8902

Ivymount School  
11614 Seven Locks Road  
Rockville, MD 20854-3261  
Phone: 301-469-0223  
Counselor: Michael Handon  
Transition Specialist: Evelyn Maye

Kennedy Krieger Institute  
801 North Broadway  
Baltimore, MD 21205-1424  
Counselor: Tyrone Jones  
Transition Specialist: Toni Cowans  
Phone: 443-923-9141

Phillips Charter School of Laurel  
8920 Whiskey Bottom Road  
Laurel, MD 20723-0207  
Counselor: Inga Lyons  
Transition Specialist: Toni Cowans  
Days: Monday-Friday  
Phone: 301-470-1620

The Frost School  
4915 Aspen Hill Road  
Rockville, MD 20853-3709  
Counselor: Shonda Sissoko  
Transition Specialist: Joyce Coker-Johnson  
Phone: 301-933-3330

Leary School Programs of Prince  
George's County  
7100 Oxon Hill Road

**STATE: District of Columbia**  
**COMBINED X**

**GENERAL \_\_\_\_\_ VISUALLY IMPAIRED**

Oxon Hill, MD 20743  
Phone: 301-839-5486  
Counselor: Judith Berland  
Phone: 703-941-4237  
Transition Specialist: Joyce Coker-Johnson

Pathway School Edgewood  
801 University Boulevard West  
Silver Spring, MD 20901  
Counselor: Nelson Toney  
Transition Specialist: Toni Cowans  
Phone: 301-681-4112

Pathway School-Springville  
2601 University Boulevard West, 3rd  
Floor  
Silver Spring, MD 20902-1996  
Counselor: Nelson Toney  
Transition Specialist: Toni Cowans  
Phone: 301-942-1115

Pathway School-Northwood  
1200 University Boulevard  
West Silver Spring, MD 20902-3304  
Counselor: Nelson Toney  
Transition Specialist: Toni Cowans  
Phone: 301-593-8680

Youth and Transition School  
7205 Rutherford Road  
Windsor Mill, MD 21244-2711  
Counselor: Eugenia Rapp  
Transition Specialist: Cheryl Thorpe  
Phone: 410-944-9994

Foundation of Montgomery  
220 Giral Street, Suite 300  
Gaithersburg, MD 20877  
Counselor: Nelson Toney  
Transition Specialist: Toni Cowans  
Phone: 301-740-7807

Foundation of Prince Georges  
1330 McCormick Drive  
Largo, MD 20774  
Counselor: Nelson Toney  
Transition Specialist: Toni Cowans  
Phone: 301-773-3500

**Northern Virginia**

STATE: District of Columbia  
COMBINED X

GENERAL \_\_\_\_\_ VISUALLY IMPAIRED

Accotink Academy School  
8519 Tuttle Road  
Springfield, VA 22152  
Counselor: Randolph Johnson  
Transition Counselor: Evelyn Maye  
Phone: 703-451-8041

Accotink Academy  
6116 Rolling Road, Suite 209  
Springfield, VA 22152  
Counselor: Randolph Johnson  
Transition Specialist: Evelyn Maye  
Phone: 703-569-3590

Commonwealth Academy  
1321 Lesile Avenue  
Alexandria, VA 22301  
Counselor: Stephen Lewis  
Transition Specialist: Evelyn Maye  
Phone: 703-548-6912

#### **Attachment 4.11(a)**

(iii) Results regarding individuals with disabilities served through other components of the statewide workforce investment system

In March, 2010, the Mayor of the District of Columbia appointed a representative of the Statewide Workforce Investment System to the District of Columbia State Rehabilitation Council, as mandated by the Rehabilitation Act of 1973, as amended.

A counselor is located at each of the two(2) one-stop centers in the District of Columbia. To-date, 96 referrals were received from the One-Stop Center on at Naylor Road. Eighteen 18 referrals were received at Franklin Street. Forty (40) referrals were received from ADRC.

(b) Results regarding the Administration's need to establish, develop, or improve its relationships with community rehabilitation programs within the District of Columbia

The District of Columbia Rehabilitation Services

Administration currently has added 16 new Community Rehabilitation Programs (CRP) that are partnering with us to provide an array of vocational rehabilitation services to our consumers. Additional services available to our consumers through the newly initiated Human Care agreements include VR work adjustment services, trial work experiences and job placement. The Human Care Providers are working collaboratively with the Administration job placement specialist to provide job readiness training and supports to our consumers. The Administration has designated two (2) staff responsible for assuring the network of approved CRP and to monitor, identify needs, and maintain and improve their quality.

The Administration held joint training with our new Human Care Agreement CRP partners to ensure that our collaboration yields the desired results in supported employment, job placement, and career assessment services and increased employment outcomes for consumers. Significant areas of focus are individuals with developmental disabilities, chronic mental illness, acquired brain injury, deaf/hard of hearing, blind/vision impaired, transitioning youth, and Hispanic and Asian individuals with disabilities.

#### **CUSTOMER SURVEY RESULTS AND COMMENTS**

The data reflected in the Statewide Needs Assessment showed that 50% of consumers served were satisfied with the overall contact with the staff; 90% reported they would return for services; and, another 80% reported they would recommend others to the Administration. However, consumers who were not satisfied with the Administration vocational rehabilitation

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services suggested better communication was needed with the staff and 45% rated their experience with Administration personnel and their understanding of their disability as acceptable or unacceptable. This suggested improvement was needed in the training of the Administration staff.

During FY 2011, the Administration, in conjunction with the DCSRC, will conduct a client satisfaction survey in compliance with the Code of Federal Regulations CFE (361.17). Working with the Council, the Administration will collect and analyze the data in order to ascertain consumer satisfaction with the vocational rehabilitation services provided and the employment outcomes achieved by the consumers. The conclusions and recommendations of this assessment will be incorporated into the Administration's goals and priorities to improve services to persons with disabilities, and more effectively meet their needs.

In fiscal year 2011, the Administration will be working collaboratively with the Council to conduct a survey to determine the effectiveness of and consumer satisfaction with: 1) the functions performed by the Administration; 2) the vocational rehabilitation services provided by the administration and other private and public entities responsible for providing vocational rehabilitation services to individuals with disabilities under the Rehabilitation Act; and, 3) the employment outcomes achieved by eligible individuals receiving services under the Rehabilitation Act, including the availability of health and other employment benefits in connection with the employment outcomes.

During the third quarter of FY 2009, the Administration conducted a vendor satisfaction survey designed to assess the level of satisfaction with training provided to consumers with successful employment outcomes in FY 2008. A total of 186 surveys were sent out; 21 responses were received (11%) and 43 (23%) letters were returned undeliverable. The low response rate compromised the reliability of the analysis since the respondents did not participate in the same training programs.

In FY 2010, DCRSA modified the survey for use by counselors with active consumers who recently completed training. Vendor report cards will eventually be created to assist new consumers with program selection and the exercise of informed choice.

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**Annual Estimates**

\*Identify the numbers of eligible individuals in the state who are eligible for services.

\*Identify the number of eligible individuals who will receive services provided with funds under:

Part B of Title I

Part B of Title VI

Each priority category, if under order of selection

\*Identify the cost of services for the number of individual estimated to be eligible for services. If under an order of selection, identify the cost of services for each priority category.

The District of Columbia labor force data indicates 391,946 residents are of work age. Of those who are of work age (16-64) 20,315 have disabilities and include 184,952 males of whom 9,514 are unemployed and 206,994 females, of whom 10,801 are unemployed.

- Source: Census 2000 Summary File 3 (machine-readable data file) prepared by the U.S. Census Bureau 2002. (www.census.gov)

Title I

Individuals to be served

7,024

STATE: District of Columbia  
COMBINED X

GENERAL        VISUALLY IMPAIRED

	Cost of services	Federal	
\$12,989,280			
		Appropriated	\$
<u>4,293,759</u>			
		Total	
\$17,283,039			

Title VI, Part B

Individuals to be served: 425

Cost of services: \$300,000.00

Total estimated cost of vocational rehabilitation services and Supported

Employment services are in federal dollars and a local match of \$3,515,523.

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**Goals and Priorities for the Vocational Rehabilitation and Supported Employment Program**

**Updated priorities of the vocational rehabilitation state agency and the state rehabilitation council**

Over the last federal fiscal year, the District of Columbia State Rehabilitation Council experienced changes and challenges, welcomed an entirely new appointed Council, attended a comprehensive one-day orientation and training session conducted by consultants from The George Washington University Technical Assistance Continuing Education Center (TACE) regarding the purpose and structure of state

rehabilitation councils, immersed itself in learning the operations of the state vocational rehabilitation agency and continues conducting business between its regular quarterly meetings. During this same time period, the DDS/Rehabilitation Services Administration has continued experiencing changes and challenges as well, pursuing new opportunities and continuing to work to provide services for Washingtonians to assist them in obtaining quality employment outcomes. The Deputy Director has made significant strides in stabilizing an Administration that had experienced higher than usual levels of staff turnover during the agency's reorganization under the Department on Disability Services.

The DDS/Rehabilitation Services Administration is rebounding. FY 2009 saw three major and pivotal transitions. The first was the relocation of the Administration to the centralized location of the Department on Disability Services, the second, the introduction of a new electronic case management system that will allow its vocational rehabilitation counselors to better manage their caseloads and track caseload activity during the months and years to come; and, the third, the initiation of an aggressive outreach to deepen the Administration's collaborative relationships with their partners and the community at large. Location in the new centralized office space, have enabled the sharing of resources and information. Additionally, the Administration has implemented other major initiatives aimed at improving services to consumers and broadening employment opportunities for people with disabilities over the next several years. See "Major Program Accomplishments" below.

#### Council Purpose

The purpose of the District of Columbia State Rehabilitation Council is to provide the District of Columbia Rehabilitation Services Administration (DDS/RSA) with an external, consumer-oriented perspective. The Council advises DDS/RSA on the needs of Washingtonians with disabilities concerning programs, policy, services and other issues.

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Mission Statement for the District of Columbia State  
Rehabilitation Council

The responsibilities of the District of Columbia State Rehabilitation Council (DCSRC or "Council") are defined in Section 105 of the Rehabilitation Act of 1973, as amended. It is authorized to review, analyze and advise the DC Department on Disability Services, District of Columbia Rehabilitation Services Administration (DDS/RSA) on the performance of the Vocational Rehabilitation Program. In partnership with the Department on Disability Services, Rehabilitation Services Administration, the Council develops and reviews state goals and priorities, evaluated the effectiveness of the vocational rehabilitation program, assists in the preparation of the annual State Plan to the Federal government, reviews customer satisfaction, and prepares and submits an annual report to the Mayor of the District of Columbia and U.S. Department of Education Commissioner on Rehabilitative Services on the status of the state vocational rehabilitation program.

The Council, on behalf of the community it represents, reviews, analyzes, and advises the District of Columbia Rehabilitation Services Administration (DDS/RSA) regarding the performance of its responsibilities. The Council represents a broad spectrum of individuals who are concerned with the vocational needs of people with disabilities and who support the objectives of the public vocational rehabilitation program in the District of Columbia.

The Administration has demonstrated it values the Council as a strategic partner to the state vocational rehabilitation program in the District of Columbia. From May/June 2009

to the present, DDS/RSA and the District of Columbia State Rehabilitation Council have worked together on a number of key policy initiatives, most significantly, the draft policy and procedure manual that will allow vocational rehabilitation counselors to better understand the various steps in the state vocational rehabilitation program and to enhance consistency in service delivery to consumers. For a Council that is newly appointed and has operated for only nine (9) months, the Administration is looking forward to see how we grow collaboratively and respond to future challenges.

In Fiscal Year 2010, the District of Columbia State Rehabilitation Council scheduled four meetings a year. However, the Council chose in May 2010, to meet six (6) times a year to allow it to address the many issues before it. These sessions are public forums structured to gather information about the employment of persons with disabilities. Every effort is made to provide

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a variety of avenues for public input whenever issues, concerns, or policy changes are considered. These meetings were held on the following dates at our District of Columbia State Rehabilitation Administration offices at 810 First Street, NE, 10<sup>th</sup> Floor Conference Room, Washington, D.C. 20002-4227 and 1125 15<sup>th</sup> Street, NW, Second Floor Conference Room and First Floor Training Room, Washington, D.C. 20005, respectively. The public hearing on the District of Columbia Rehabilitation Services Administration 2011 State Plan was held on May 26, 2010, 1:00 P.M. to 4:00 P.M. at the Washington Metropolitan Area Transit Authority (WMATA), 600 Fifth Street, NW, First Floor Meeting Room. A notice was published in the *D.C. Register*, as required by law.

Major program accomplishments are:

1. In terms of locations and staffing, DDS/RSA services were provided at its new headquarters and locations throughout the city. These included multiple single-employee outstations in one-stop career centers, high schools, and at various itinerant locations. Over 6,768 Washingtonians with disabilities received vocational rehabilitation services during 2008-09. Of these, approximately 1,557 were placed into Individual Plans for Employment (IPEs) and 410 into permanent jobs.
2. The Administration is in the process of implementing a new case management system that will allow its vocational rehabilitation counselors to better manage the case load and track caseload activity.
3. The Youth Transition Program is making progress through its partnership with the District of Columbia Public Schools (DCPS) to identify high school youths with disabilities for employment or career related post secondary education/training. During 2009 Youth Transition Program specialists operated in 111 local high schools, serving 891 youths.
4. The Administration is building a new Division Services for the Blind to increase its outreach and vocational outcomes for individuals with low vision and blindness.
5. During the third quarter of FY 2009, the Administration conducted a customer satisfaction survey designed to assess the level of satisfaction with training provided to customers with successful employment outcomes in FY 2008.

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**Major Program Goals and Objectives of the DC State  
Rehabilitation Council ("DCSRC")**

The District of Columbia State Rehabilitation Council goals and activities are set annually and are in response to both National and State issues, as mandated by Section 105 of the Rehabilitation Act of 1973, as amended. The focus of their goals and activities includes but is not limited to consumer satisfaction, statewide needs assessment, state plan and amendments, policy, extent/scope/effectiveness of services, interagency agreements, and District of Columbia employment programs.

Planned program objectives and initiatives to be accomplished by the DC Department on Disability Services, Rehabilitation Services Administration

**Goal 1: Increase the number of employment outcomes in the Washington, DC Metropolitan area, with priority given to those with significant and most significant disabilities**

Initiative 1.1: Increase community outreach by  
deploying VR counselors strategically  
throughout the District of Columbia

Initiative 1.2: Increase funding and enrollment of  
DDS/RSA consumers for specialized  
vocational and/or postsecondary  
college training

Initiative 1.3: Ensure VR counselors are managed by, meet  
employment outcome standards and  
meet a minimum standard for  
customer employment outcomes

Initiative 1.4: Improve and expand the Assistive  
Technology (AT) Resource Center

Initiative 1.5: Provide expanded supported employment services in integrated work settings to  
DDS/RSA consumers with serious  
mental illness, intellectual disabilities, and  
traumatic brain injuries

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**Goals2:** Improve the efficiency of DDS/RSA operations

Initiative 2.1: Increase supervision and monitoring of the service delivery process

Initiative 2.2:      Implement new VR case management system

Objective 3: Improve DDS/RSA's overall customer service to individuals with disabilities

Initiative 3.1: Increase the number of Certified Rehabilitation Counselors (CRC)

Initiative 3.2: Actively recruit bilingual staff to create a culturally diverse workforce that meets the vocational rehabilitation needs of populations

Initiative 3.3: Address the concerns of DDS/RSA consumers in a timely manner

Objective 4: Build and strengthen the capacity of DDS/RSA providers to provide quality VR services to a diverse group of individuals across disability types, and expand the pool

**of available qualified employer candidates**

Initiative 4.1: Hire a Benefits Counselor to provide benefits and work incentive counseling to VR consumers with disabilities receiving SSI, SSDI, TANF and other forms of public assistance to prepare these individuals for placement in competitive employment.

Initiative 4.2: Expand the service capacity of DDS/RSA through increased partnerships with Community Rehabilitation Programs (CRPs) to provide direct VR employment counseling, job training, and other services to clients

**Objective 5: Strengthen and expand collaboration and coordination of transition services to improve vocational, post-secondary employment and career opportunities for youths transitioning from school to work**

Initiative 5.1: Begin developing Individual Plans for Employment (IPE) earlier for transition students, during their junior year of school. Earlier development will improve the likelihood that students will have a comprehensive, completed plan upon graduation.

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Initiative 5.2: Build partnerships to increase the number of youth with disabilities in summer and year-round employment

Additionally, major issues to be addressed:

- Revise and update the District of Columbia regulations to reflect federal mandated programs and services pursuant to the Rehabilitation Act, the Employment Opportunities Act, and the Workforce Investment Act.
- How to increase participation by District of Columbia residents in DC State Rehabilitation Council meetings and the State Plan public hearings
- How the Administration should work collaboratively with the business community to increase employers' access to qualified workers with disabilities
- The accessibility of the annual report to the public
- Assessment of the Administration's new locations accessibility to consumers? How to identify the best sites to place vocational rehabilitation counselors in the community
- The anticipated impact on the state vocational rehabilitation program of the 10% cut for all District of Columbia Government agencies in 2010?
- The DC State Rehabilitation Council updating its bylaws
- The State Plan hearing becoming one (1) or more community forums rather than a public hearing format
- Looking at how to help the DDS/RSA promote vendor quality and provide more information about quality to consumers
- Supporting DDS/RSA in its efforts to hire, train and retain qualified counselors and supervisors who meet the federal certification standards

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- Planned issuance and type of public notices and regulations:
- Publication of regulations for thirty day (30) notice and comment period
- Final publication of new regulations after conclusion of notice and comment period
- Notice of meetings of DC State Rehabilitation Council and of state plan amendments in traditional and new internet access formats



**Attachment 4 11(c)(2) Revision of goals and priorities of  
the Administration and the DC State Rehabilitation Council  
(c)(2)**

**1. Increase the number of employment outcomes in the  
District of Columbia through increased**

The Administration will give priority to those individuals with significant and most significant disabilities, creating programs and services directed specifically to youth with disabilities, persons with significant mental illness through enhance supported employment and evidence-based supported employment models.

The Administration will focus on increasing employment opportunities for individuals who are blind, deaf-blind, deaf or hearing impaired. To assist the agency in this effort, the agency will expand outreach efforts to all areas of the city. The agency will place an increased emphasis on outreach and extended services to employers through creating opportunities for on the job training and disability management services.

The Administration has initiated many of the strategies in the FY2010 State Plan. In FY 2009, DDS/RSA began to upgrade its Assistive Technology Resource Center's functionality, purchase state-of-the-art AT devices, and train staff and consumers on their use. Staff also began to explore better ways to assess consumers' needs for assistive technology in every aspect of their lives.

Our VR Specialists who are now deployed in local schools are increasing the number of completed school-to-work IPE's prior to Transition students' graduation; and, subsequently, improving their chances for employment, upon completion of school. This initiative began in the

first Quarter of 2010 and is proving to be quite successful. The Administration provided Transition and employment services to 907 with disabilities, ages 14-21 in FY 2009-2010. To date, 505 youths have been provided Transition services in the first quarter of 2010 and 218 Individual Plans for Employment have been completed prior to the student exiting school.

**2. Improve the efficiency of DDS/RSA operations and create and environment of continuous improvement to enhance service delivery to customers.**

The Administration will complete implementation of the new case management system in FY 2010. The system will enable efficient tracking of cases throughout the VR process and improve

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timeliness of services. The implementation of the Quality Assurance component of DDS/RSA will enable the state vocational rehabilitation agency to effectively monitor case compliance and adherence to federal performance indicators.

**3. Improve DDS/RSA overall customer service to individuals with disabilities.**

The Administration's priority in this area is to increase the number of Certified Rehabilitation Counselors (CRC) hired by the agency and provide training to all staff on policy and procedures including compliance with federal regulations. The Administration will place greater emphasis on creating a "customer-friendly" environment and timely delivery of services.

**4. Build and strengthen the capacity of DC Department on Disability Services, Rehabilitation Services Administration providers to provide quality VR services to a diverse group of individuals across disability types and expand the pool of available qualified employer candidates.**

The Administration plans to hire a Benefits Counselor to provide work incentive counselors to VR consumers. The Administration's priority is to continue to expand and develop various human care and cooperative agreements that will enhance and facilitate services to a broad range of consumers, expand the counselor's knowledge base of employer needs and create a larger pool of qualified applicants for jobs

**5. Strengthen and expand collaboration and coordination of transition services to improve vocational, post-secondary employment and career opportunities for youth transitioning from school to work.**

The Administration plans to improve and enhance a seamless service delivery process through collaboration with District of Columbia Public Schools (DCPS) to ensure that students with disabilities have an IPE developed before graduation. Transition services to students, parents are planned through parent workshops, increased information dissemination to parent organizations; and, the DDS/RSA website and public service announcements.

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**Order of Selection**

Attachment 4.11(c)(3) contains (A) the order to be followed in selecting eligible individuals to be provided vocational rehabilitation services; (B) a justification for the Order of Selection; and (C) identifies the service and outcome goals, and the time within which these goals may be achieved for individuals in each priority category within the order.

The following chart shows the estimated number of individuals to be served in the state fiscal year 2010 by priority category and the estimated number of successful employment outcomes (Status 26 closures).

	<b>Number to be Served</b>	<b>Employment Outcomes (Status 26 Closures)</b>	<b>Projected Cost of Services</b>
<b>Priority Category I</b>	<b>2,605</b>	<b>150</b>	<b>\$3,500,000</b>
<b>Priority Category II</b>	<b>2,864</b>	<b>225</b>	<b>\$3,100,000</b>
<b>Priority Category III</b>	<b>2,619</b>	<b>125</b>	<b>\$2,099,004</b>
<b>Priority Category IV</b>	<b>2,107</b>	<b>100</b>	<b>\$1,955.044</b>
<b>Total Costs</b>			<b>\$10,654,048</b>
<b>Total 26 Closures</b>		<b>600</b>	

**Description of Order of Selection**

An Order of Selection is required under Section 101(a)(5) of the Rehabilitation Act, as amended, if a vocational rehabilitation agency determines that it is unable to provide services to all eligible individuals who apply for services. If an order of selection is established, services must first be provided to individuals with the most significant disabilities before they are provided to other eligible individuals.

**DDS/RSA Policy on Order of Selection**

The DDS/RSA established Order of Selection priority categories follow. Depending upon agency resources, the categories are closed for services in order beginning with Priority Category IV, then III, then II and, finally Priority Category I.

**Priority Category I:** An individual with a most significant disability

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**Attachment 4.11(c) (3)**

**Priority Category II:** An individual with a significant disability.

**Priority III:** An individual with a non-significant disability.

**Priority IV:** All other individuals non-significantly disabled.

**Definitions and Terminology**

An individual with a most significant disability is an individual who has a severe physical or mental impairment that seriously limits two or more functional capacities.

An individual with a significant disability means an individual;

- who has a severe physical or mental impairment which seriously limits one or more functional capacities (mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, or work skills) in terms of an employment outcome;
- whose vocational rehabilitation can be expected to require multiple vocational rehabilitation services over an extended period of time (3 months); and
- who has one or more physical or mental disabilities resulting from amputation, arthritis, autism, visually impaired, burn injury, cancer, cerebral palsy, cystic fibrosis, deafness, head injury, heart disease, hemiplegia, hemophilia, respiratory or pulmonary dysfunction, intellectual disabilities, mental illness, multiple sclerosis, muscular dystrophy,

muscular-skeletal disorders, neurological disorders (including stroke and epilepsy), paraplegia, quadriplegia and other spinal cord conditions, sickle cell anemia, specific learning disabilities, end-stage renal disease, or another disability or combination of disabilities determined on the basis of an assessment for determining eligibility and vocational rehabilitation needs to cause comparable substantial functional limitation.

An individual with a non-significant disability is an individual with a physical or mental impairment whose vocational rehabilitation is expected to require multiple services over an extended period of time.

All other eligible individuals are individuals who are non-significantly disabled and who cannot be classified into a higher priority category.

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#### **Attachment 4.11 (c) (3)**

Extended Period of Time: Needs services for the duration of three (3) months or more.

Multiple Services: Two or more major VR services needed to achieve a successful VR

outcome

This policy does not affect consumers who have begun to receive services under an Individualized Plan for Employment prior to the implementation date of the Order of Selection, or those in need of Post-Employment services.

After a consumer is found eligible for VR services, an Order of Selection determination is completed. Additional evaluations or assessments to make the eligibility determination may be provided. The VR counselor, in collaboration with the consumer, determines the consumer's priority category by evaluating the consumer's serious functional limitations, anticipated services needed and the duration of those services. Collaboration with the

consumer, determines the consumer's priority category by evaluating the consumer's serious functional limitations, anticipated services needed and the duration of those services.

All consumers must be officially notified of their individual Order of Selection determination. Consumers in closed Priority Categories are provided with referral services to the One-Stop Centers or other appropriate sources, and are placed on a waiting list for 12 months, unless the Category is opened prior to the conclusion of the 12 month period.

The consumer may appeal the determination of the Priority Category placement. DCRSA will provide the consumer with information on the appeal process including informal and formal due process procedures, such as administrative review, mediation, and review by an impartial hearing officer.

Annually, consumers in a closed Category are contacted to determine if they wish to remain on the waiting list or have their case(s) closed. Consumers in closed Categories may request a review of their Priority Category assignment by submitting evidence that their disability has become more severe.

**Justification of the Order of Selection:** The Administration continues to project an influx of 250 to 300 new applicants monthly for the remainder of fiscal year 2009 and into fiscal year 2010. The increase in referrals and new applications are a result of the Administration's

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aggressive outreach campaign to the unserved and underserved populations in the District of Columbia as recommended in the 2008 Statewide Needs Assessment completed in fiscal year 2008.

An Order of Selection was established in fiscal year 2008 to ensure that individuals with the most significant disabilities are selected first for the provision of services; those with significant disabilities second, individuals with a non-significant disability third, and all

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other non-significantly disabled individuals who can not be classified in a higher priority category fourth.

The decision to close Priority Categories will be based on availability of funds during these challenging economic times, projected number and types of referrals; and, the number of eligible individuals and counselor case loads. All Priority Categories remain open at this time.

Despite the best efforts of an improved salary structure and a focused recruiting campaign, the Administration continues to have a significant number of counselor vacancies. While this area is improving, most of the staff is new and inexperienced. Based on the current hiring rate to fill all available positions, the Administration still anticipates challenges in this area.

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Goals and plans for distribution of Title VI, Part B Funds



Disability of Individuals	Number to be Served	%	Number to be Rehabilitated	Supported Employment Model	Projected Funding
Mental Illness	325	73%	70	Job Coaching Evidenced-Based Model	100,000.00
Cognitive Disabilities	75	17%	12	Job Coaching Supported Employment	50,000.00
Traumatic Brain Injury	20	4%	3	Job Coaching	126,000.00
Other	25	6%	3	Job Coaching	24,000.00
TOTAL	420	100 %	88		\$300,000.00

**Goal 1: Utilize American Recovery Reinvestment Act (AARA) to increase successful employment outcomes for individuals with mental health disabilities**

The Administration developed Human Care Agreements with six (6) providers of mental health supported employment services to hire additional staff at each site to assist in increased referrals to DDS/RSA and develop placement and employment opportunities through supported employment.

**Goal 2: Provide improved supported employment services resulting in increased employment outcomes.**

The Administration will continue to solicit Human Care Providers to provide supported employment and Evidenced-Based Supported Employment with a focus on individuals with developmental disabilities by increasing the number of referrals from the DC Developmental Disabilities Administration.

Increase services to individuals with traumatic brain injury

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**Attachment 4.11(d) Strategies**

**A. Methods to Expand and Improve Services to Individuals with disabilities, including assistive technology services**

**Goal 1: Increase the number of employment outcomes in the District of Columbia through increased application requests for VR services which expand across disability type and minority groups that are unserved and underserved.**

**Goal 2: Improve Assistive Technology Program services and devices through each phase of the rehabilitation process to individuals with disabilities on a statewide basis.**

Strategy 1: Increase community outreach by deploying VR counselors strategically  
throughout the District of Columbia

Strategy 2: Increase funding and enrollment of DDS/RSA consumers for specialized  
vocational and/or postsecondary  
college training

Strategy 3: Ensure VR counselors are managed by, meet employment outcome standards and  
meet a minimum standard for  
customer employment outcomes

Strategy 4: Improve and expand the Assistive Technology (AT) Resource Center. Ensure that  
all applicants and eligible  
individuals for services are assessed for the need of  
technology services. Continue to

increase staff knowledge and skill of AT  
services.

Strategy 5: Provide expanded supported employment  
services in integrated work settings to  
our DDS/RSA consumers with serious  
mental illness, intellectual disabilities, and  
traumatic brain injuries.

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**Attachment 4.11 (d) Strategies**

**B. Outreach procedures to identify and serve individuals  
with disabilities who are minorities and individuals who  
have been un-served or under-served**

**Goal 3: Increase outreach procedures to identify and serve  
individuals with the most significant disabilities who have  
been unserved and underserved**

**Goal 4: In fiscal year 2010 expand the range of choice  
available to individuals who require supported employment  
services.**

In FY 2010, the Administration launched an aggressive  
outreach/public relations campaign to recruit qualified  
candidates for its vacancies to assure all wards of the  
city and disability groups are aware of the services

provided by the administration. The campaign included a mass media campaign (television, radio and printed advertisements); brochures printed in several languages and alternative formats, business cards for staff, and face-to-face meetings in the community. As a result of the outreach campaign and the out-stationing of staff described above, at the end of the Second Quarter of FY 2010, the Administration had experienced an eleven percent (11%) increase in applicants for services over this same time period in FY 2009. In Fiscal Year 2009, the Administration completed 2577 applications for services. In the first two quarters of FY 2010, the Administration completed 1342 applications.

During the first quarter of FY 2010, the Administration realigned three specialty units to general caseload units to allow VR counselors to become more versatile and increase and promote outreach efforts to under served and un-served populations. Units included in the realignment were the Social Security Unit, the Independent Living Unit and the Supported Employment Unit. The realignment is expected to result in an enhancement of the counselors' knowledge and skills in serving all consumer populations and an overall increase in the number of consumers served by the agency.

A Benefits Counselor was hired during the first quarter of FY 2010, to provide benefits and work incentive counseling. Through this initiative, the Administration seeks to provide our consumers with needed employment/training supports that highlight the value of employment and reduced

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#### **Attachment 4.11 (d) Strategies**

dependency on public assistance. Our goal is to increase significantly the percentage of DDS/RSA consumers using

federal work incentives and the number of such persons who are employed for at least 90 days. The Administration identified a VR Counselor to participate in the federally-sponsored "Certification Training for Benefit Counseling" on May 17-20, 2010.

Since the beginning of fiscal year 2010, the Administration has approved 16 new providers under the Performance Based Contract category and increased supported employment Status 26 closures from 35 in 2009 to 43, as of April 12, 2010. The Unit is currently working with six (6) service providers from the Department of Mental Health and using the Evidenced-based Supported Employment Services model (EBSE) to provide SE to assist District of Columbia residents with severe mental illnesses. The Unit supervisor meets monthly with the DC Department of Mental Health (Mr. Baker) strategies ways the agencies can implement to improve the EBSE services. The EBSE model provides rapid services to consumers with co-occurring disorders, illicit drug users, and consumers with long term mental illnesses. There is a treatment team to ensure these consumers have medication compliance and receive regular counseling.

The Administration and the DC Department of Mental Health are currently working with the six (6) providers of Evidenced-Based Supported Employment to maximize the benefits and services that are provided to client with a history of severe mental illness. The DC Department of Mental Health also pays for the services of Job Club and Social Security benefits.

Strategy 1: Increase the number of consumers receiving Benefits Planning  
Strategy 2: Continue to solicit providers for Human Care agreements  
Strategy 3: Utilize public service announcements, public forums, and parent and employer workshops to increase the visibility of the Administration

### **C. Establishing, Developing or Improving Community Rehabilitation Programs**

The District of Columbia Rehabilitation Services Administration currently has added 16 new Community Rehabilitation Programs (CRP) that partner with us to



**D. Performance with Respect to Evaluation, Standards and Performance Indicators**

**Goal 5: Develop a three year plan to improve overall quality of services and employment outcomes by fiscal year 2012.**

**Goal 6: In fiscal year 2010 maintain an internal review system within the Administration to assess and improve program performance and compliance.**

The bottom line measure of the effectiveness of a state VR agency is the degree to which it increases the number of persons with disabilities who are able to work at good jobs in good paying career fields. We are working more collaboratively with employers in the District and surrounding areas to make them aware of the work we are doing. We have been working with the DC Business Leadership Network and CSAVR's employment committee. We have been working with our counselors to ensure that they are getting up to date information on the job market so that we are more capable of providing relevant information to our clients.

The past year has seen the greatest levels of unemployment and lack of job growth nationwide since the 1930's. Nonetheless, DDS RSA helped 410 of its clients gain jobs for 90 days or more in FY 2009. Fully one-fourth of those who went to work were on SSDI or SSI and another 8 percent were on TANF.

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Ultimately, one of our strongest objectives is to ensure that all those individuals served by RSA who want to work are afforded the opportunity and supports to do so. We believe the reforms we are making across the agency are

positioning us to provide quality services to all so that employment will be seen as an achievable objective. The Administration has established specific measurements for Fiscal Year 2010 and has established on-going monitoring to evaluate progress. The findings below represent measurements through the Second Quarter FY 2010, ending in March 2010.

Measure	FY 2010 - Target	FY 2010 - Q1
Number of clients served	6500	6386
Total referrals	2500	2348
Number of applicants classified as having the most significant disabilities	1500	459
Clients graduating from vocational training	175	28
Number of clients employed for 90 days or more	600	189
Percent of cases exceeding Federal timeframes from eligibility to plan development	5%	37.5%
Average time taken for development of Individualized Plan (in days)	80	91
Number of Certified Rehabilitation Counselors	11	4
Number of bilingual staff members	17	25
Number of CRPs available to provide services	10	22
Number of transition referrals	525	732
Percent of transition aged youth in their junior year or later with an IPE initiated	50%	3.64%

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Improving post secondary educational, employment and career opportunities for young people with disabilities through increased collaboration and innovation.

The Administration is placing great emphasis on expanding and improving the Transition services that we are offering to District of Columbia residents with disabilities who are in their junior and senior years of high school. The Administration is working closely with the District of Columbia Public Schools high school students with disabilities and their families to make certain that such youths' transition to adulthood goes as smoothly and successfully as possible. The DC Rehabilitation Services Administration staff are currently working with all high schools that are serving residents with disabilities in the District of Columbia so we can identify and assist students in planning and better preparing for their futures. We have provided transition and employment services to 907 students, ages 14 to 21, over the course of FY 2009-2010. The Administration is conducting quarterly meetings in different parts of the District of Columbia to meet with parents to explain to them the purpose of the work we are doing in the area transition secondary schools. From feedback we received from participants, students and their parents, all of our meetings have been very successful.

In August of 2009, the DC Rehabilitation Services Administration, DC Public Schools and the U.S. Department of Labor launched a small pilot (based upon the original model "Project Cincinnati SEARCH" in which secondary Transition students were placed in training slots within a major hospital, trained, motivated to seek employment; and, ultimately, hired to work in the health care industry in jobs that paid at competitive market levels) that supports 10 students with disabilities to spend their last school year gaining work experience in different agencies and offices throughout DOL. The students go to the U.S. Department of Labor everyday and are supported by a teacher from DCPS and job coaches from the Kennedy Institute and receive services from an RSA counselor. The students have 3 work experiences lasting 13 weeks each. The project is proving very successful and in collaboration with DCPS we are working to expand the program to other Federal sites. DOL will host the program again and the US Department of

Education has agreed that it will start a Project Search program this coming school year. We are working closely with DCPS to replicate it in other federal agencies and businesses as well. Project Search has more than 140 sites in the United States and internationally; however, Project Washington, DC SEARCH is the first time the elements have been incorporated to work with Federal agencies or the Government of the District of Columbia. Similarly, the Administration is more effectively collaborating with the DC Department of Employment Services to work with transitioning youths throughout the city. For example, last summer we helped recruit disabled youth to apply to state in the mayor's summer youth program. All transition students being served by RSA were contacted and encouraged to apply for the program. We had a number of disabled summer youth at the Department on Disability Services. At this time, we are successfully working with a number of our fellow Government of the District of Columbia agencies to get disabled individuals work experience through internships.

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**Attachment 4.11 (d)**

Strategy 1: Implement a disability management program for employers  
Strategy 2: Expand services to persons with physical disabilities  
Strategy 3: Develop cooperative agreements with the public school and employers to create more  
job opportunities for Transition  
students.

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**Attachment 4.11 (d) E**

**Goal 7: In fiscal year 2010 strengthen the Administration's working relationship with the Workforce Investment system.**

In March, 2010, the Mayor of the District of Columbia appointed a representative of the Statewide Workforce Investment System to serve on the District of Columbia State Rehabilitation Council, as mandated by the Rehabilitation Act of 1973, as amended.

A counselor is located at each of the two one-stop centers

in the District of Columbia. To-date, 96 referrals have been received from the One-Stop Center on at Naylor Road. Eighteen (118) referrals were received at Franklin Street. Forty (40) referrals were received from Aging Disability Resource Center (ADRC).

The Administration initiated a memorandum of Understanding with the Department of Employment Services (DOES).

Strategy 1: Increase the number of referrals received by the agency from the One Stop Centers  
Strategy 2: Expand access to the services provided by the Department of Employment Services  
to our Department on Disability  
Services/Rehabilitation Services Administration  
consumers.

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Attachment 4.11 (d) (2) How the agency uses these strategies to

**A. Address the Needs Identified in the Statewide  
Comprehensive Needs Assessment**

- Goal 8: Ensure staff are adequately trained to perform the functions of their duties.**
- Goal 9: Eliminate all barriers to timely service delivery by the end of fiscal year 2010.**
- Goal 10: Increase and improve working relationships with stakeholders and other community service organizations**
- Goal 11: Improve transition services**

The Administration employs 39 Vocational Rehabilitation Specialists (Counselors) who are currently working. We have established a higher standard of qualifications for those VR Specialists. As part of our efforts to improve services and increase efficiencies, the Administration continues to strengthen our relationships with area employers including private industry and the District of Columbia and federal government. Our staff is participating in workshops designed to increase employment opportunities for targeted disability groups. Partnerships are being forged between the Administration and local employers to provide work experience to state vocational rehabilitation agency consumers through On-the-Job Training, Internships, Supported Employment, and Customized Employment.

The Administration has streamlined the time it takes for people to move through the system from application for services to the time they develop an Individualized Plan for Employment. During the first two quarters of FY 2010, the Administration realized a marked improvement in the number of people who had a plan developed within 60 days, showing a 19% improvement. The Administration also had a 5% improvement in processing people for eligibility. The Administration has also placed Vocational Rehabilitation at 18 locations throughout the city and nearby Maryland and Northern Virginia, expanding services to underserved and unserved populations and improving the efficiency of service delivery.

From FY08 to FY09, RSA increased the number of clients receiving job readiness services by 41% (from 2,089 clients to 2,953 clients). Furthermore, it substantially increased the number of clients with an implemented Individual Plan

for Employment (IPE) which resulted in an increased number of individuals receiving employment and training related services.

Over the past three years, the Administration has increased access to college and other training programs for our consumers. We adopted rules that allow in-state tuition rates to be paid at many public colleges and universities, thus freeing up more funds for our state rehabilitation agency services. In FY 2009, the Administration supported 358 DC residents with disabilities to receive a higher education.

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**Attachment 4.11 (d) (2)**

Throughout Fiscal Year 2009-2010, the Administration worked zealously to replace a very antiquated case management data system by purchasing a new online case management system that will enable our staff and managers to better track and manage all stages of the vocational rehabilitation process, and to analyze data to better track progress and plan for the future. Training and implementation of the new system began in April 2010 and met the "go live" date on May 3, 2010.

We are collaborating with the DC Business Leadership Network, the DC Jobs Council, and other local partners to expand the employment opportunities and career choices available to the people served by DDS. We also have initiated a Customized Employment Public Intern Project within DC government, which is creating part-time paid positions in different DC government departments for youth and adults with disabilities. We are starting with three (3) departments and plan to expand this to several others over the next year.

The administration is working closely with DCPS, high school students with disabilities and their families and

the Partners in Transition program to make certain that the transition from school to adulthood goes as smoothly and successfully as possible. The Administration staff now works with all high schools that are serving students with disabilities in DC. The Administration staff helps students develop transition plans that better prepare them for a positive, successful future after high school. We have provided transition and employment services to a total of 1086 students, ages to 21 during FY2010. There was a carryover of 351 students from FY 2009. RSA and DCPS are holding quarterly meetings in different parts of the District and meeting with parents and their children to share information about our services and the options available to their sons and daughters as they prepare to transition from school to adulthood. All of our meetings have been very well-attended and successful.

In August of 2009, the Administration, DCPS and the U.S. Department of Labor (DOL) launched a small pilot, Project Search, which supports ten (10) DCPS students. Students spend their entire school year at the work site gaining work experience in different office and administrations. This project will continue next school year at the US DOL and will also begin its first year at other government agencies. The students report to their work site everyday and develop marketable skills and explore possible careers, all with the support of a DPCS teacher, job coaches from a community provider and a RSA Vocational Rehabilitation Specialist. The project is proving very successful and in collaboration with DCPS, and Project Search we are replicating the DOL program and expanding the program to the US Department of Education and the US Department of Health and Human Services for the 2010-2011 school year.

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**Attachment 4.11(d) 2**

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Strategy 1: Organize and conduct informational workshops and seminars for parents and the community

Strategy 2: Utilize MIG funds to hire a business relations specialist to increase cooperative partnerships with the business community and employers

Strategy 3: Enhance partnership with DCPS to facilitate employment outcomes for transition students.

**B. State Strategies for Title I Funds for Innovation and Expansion for Fiscal Year 2010-2013**

Based on findings of the Statewide Comprehensive Needs Assessment, the Administration's goals and priorities and commitment to serving individuals with the most significant disabilities who are minorities and ensuring equal access among various cultural groups and disability types to VR and SE services, in fiscal years 2010-2013, the Administration will continue to implement Innovation and Expansion (I&E) funds and program strategies in the following areas:

- Develop an assortment of marketing materials in (English Spanish, and French):  
    tabletop displays, brochures, pamphlets, and flyers to market the Rehabilitation  
    employment services to businesses, referral sources, potential consumers, and  
    their families.
- Use I&E funds to sponsor Transition workshops intended to target  
    vocational rehabilitation counselors, educators, and high school personnel,  
    community rehabilitation providers working with youth and parents.
- Support the District of Columbia State Rehabilitation Council and the State-  
    wide Independent Living Council as required in Section 101(18)(A) of the  
    Rehabilitation Act of 1973, as amended in 1998 and consistent with their  
    resource plans prepared under Section 705(e)(1) of the Rehabilitation Act  
    and 34 CFR §364.21 (i).



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**Attachment 4.11(d)(2)**

**C. Overcome Identified Barriers Related to Equitable Access to and Participation of Individuals with Disabilities in the State Vocational Rehabilitation Program and the State Supported Employment Services Program.**

The Administration continues to utilize the summary of the District Wide Comprehensive Needs Assessment compiled by Dan Hopkins and Associates, Inc., September 5, 2008 and the Fiscal Year 2008 Monitoring Report on the Vocational Rehabilitation and Independent Living Programs in the District of Columbia by the U.S. Department of Education, RSA, September 12, 2008, both report the Administration faces enormous but surmountable challenges as it seeks to improve its performance and the quality of VR services provided to individuals in the District of Columbia. Among these barriers, maintaining sufficient qualified staffing in all areas to insure quality vocational rehabilitation services are provided to individuals while maintaining sufficient staffing levels in other program operations to support the Administration's overall performance is most critical.

The Administration is enhancing its efforts to address the following barriers:

- Increasing the number of individuals who apply to the program, are served by the program and achieve high quality employment outcomes as a result of receiving services;
- Serving more transition aged youth.
- Providing Supported Employment Services to more individuals
- Providing high quality VR services either directly or

through CRPs;

- Managing its fiscal resources to avoid interruption of services during the fiscal year;
- Maintaining sufficient staffing levels in all areas to insure the quality of services provided to individuals;
- reporting and tracking of fiscal obligations;
- Coordinating staffing resources and functional assignments under the new organizational structure;
- Collaborating with a newly constituted SRC to ensure that the newly appointed members understand their roles and responsibilities.

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#### Attachment 4.11 (e) (2)

#### Evaluation and Report of Progress in Achieving Identified Goals and Priorities and Use of Title I Funds and Innovation and Expansion Activities (4.11(c) (1) and 4.11 (c) 3

#### A. Progress in achieving goals and priorities for fiscal year 2009

##### Major program accomplishments:

A more detailed account of how the Administration has

continued to deliver improved services over the past year is provided. In terms of locations and staffing, DDS/RSA services were provided at its new headquarters and locations throughout the city. These included multiple single employee outstations in one-stop career centers, high schools, and at various itinerant locations. Over 6,768 Washingtonians with disabilities received vocational rehabilitation services during 2008-09. Of these, approximately 1,557 were placed into Individual Plans for Employment (IPEs) and 410 into permanent jobs.

(1) The Administration is in the process of installing a new electronic case management system  
that will allow its vocational rehabilitation counselors to better manage the case load and  
track caseload activity during the months and years to come.

(2) The Youth Transition Program is making progress through its partnership with the District of  
Columbia Public Schools (DCPS) to identify high school youth with disabilities for  
employment or career related post secondary education/training. During 2009, Youth  
Transition Program specialists operated in 111 local high schools, serving 891 youths.

(3) The Administration is building a new Division Services for the Blind to increase its outreach  
and vocational outcomes for individuals with low vision and blindness.

(4) During the Third Quarter of Fiscal Year 2009, the Administration conducted a customer  
satisfaction survey designed to assess the level of satisfaction with training provided to  
customers with successful employment outcomes in FY 2008.

(5) The DDS/RSA has demonstrated that it values the Council as a strategic partner to the state  
vocational rehabilitation program in the District of Columbia. From May/June 2009 to the  
present, DDS/RSA and the District of Columbia State Rehabilitation Council worked  
collaboratively on a number of key policy initiatives, most significantly, the draft policy and

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**Attachment 4.11 (e) (2)**

procedure manual that will allow vocational rehabilitation counselors to better understand the various steps in the state vocational rehabilitation program and to enhance consistency in service delivery to our consumers. For a Council that is newly appointed and has operated for only a year, we look forward to watching how we grow and respond to future challenges.

- (6) The past nine months have been a precedent-setting period in the history of the District of Columbia State Rehabilitation Council. The Council appointees received training on the mission and functions of the Council in an all-day Orientation on June 10, 2010 conducted by consultants from The George Washington University TACE. The Council elected officers in June 2009. With the Council, we co-chaired the 2010 and 2011 Draft State Plan public hearings on August 14, 2009 and May 26, 2010, respectively. The Council continues to provide their feedback and recommendations to the DC Rehabilitation Services Administration, reviewing proposed new policy and procedures.

Throughout Fiscal Year 2011 the Council will continue to focus on our joint commitment to assist residents with disabilities to obtain gainful employment and to become productive citizens within the District of Columbia.

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**Attachment 6.3 Quality, Scope and Extent of Supported  
Employment Services**

The two programs are operated by an inter-agency committee. Members of the Committee are representatives from the vendor, the extended service provider and the Vocational Rehabilitation Services Division, and DDS/Rehabilitation Services Administration staff. All decisions are made jointly and include the following: (1) Entrance (2) Fading and (3) Extended Services. DDS/RSA has identified two populations that require the use of supported employment

services: persons with severe and persistent mental illness and persons with intellectual disabilities and other developmental disabilities. The providers provide supported employment services to persons with severe and persistent mental illness, and persons with developmental disabilities. Other persons require a job coach model of placement but do not require the extended services as provided under the provisions of supported employment services. During the State Change Grant, a decision was made that a natural support model was the most normalizing.

Each provider provides individualized services to consumers. The effort is geared toward competitive placements in an integrated work environment. At times, a company or a government agency may hire several customers, but the customers are not placed within the same work area to ensure an intergraded work setting.

Consumers with their rehabilitation counselor's assistance exercise their informed choice to select the area of their vocational goal. If a client changes that goal during the supported employment process, a discussion with the counselor is completed. Every effort is made to ensure customers are placed in jobs that are consistent with their interests and abilities. The "any job will do" is no longer sufficient.

Employment Specialist/Job Coaches spend valuable time with consumers teaching them the routine of the tasks required and assuring that they know who to ask when assistance is needed. Time is spent with the person on the worksite who is identified as the natural support person. The person identified as the natural support has completed training in techniques and strategies to assist the assigned client to complete tasks required and identify the areas in which prompting may be appropriate in order to assure accurate completion of all assigned work tasks. The assigned client is also provided with the name and telephone number of the Job Coach for the purpose of notification if there are significant problems.

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### Attachment 6.3

The supervisor also receives training in order to assure that if the primary support person leaves, another person can be identified who is willing to accept that role. Contacts are made with the client on an as-needed basis. Additional follow-up contacts are made each month with the supervisor to ensure problems are identified early in the employment process and consumers receive the assistance they need to maintain employment.

The Employment Specialist also provides travel training. The Employment Specialist makes certain that transportation passes are available to assist the client in his/her job retention. Additionally, all decisions are discussed jointly by the committee and with the client. Issues are seldom presented to consumers by only one party to ensure consumers see the group as united toward their goal of employment. Supported Employment providers are monitored as are all providers. Some visits are announced while some are unannounced. The services being provided are reviewed and a report is returned to the Administration's Vocational Rehabilitation Services Division that includes the monitors' observations regarding the program. Problems are discussed with the provider and, when necessary, a corrective action plan is developed and implemented.

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